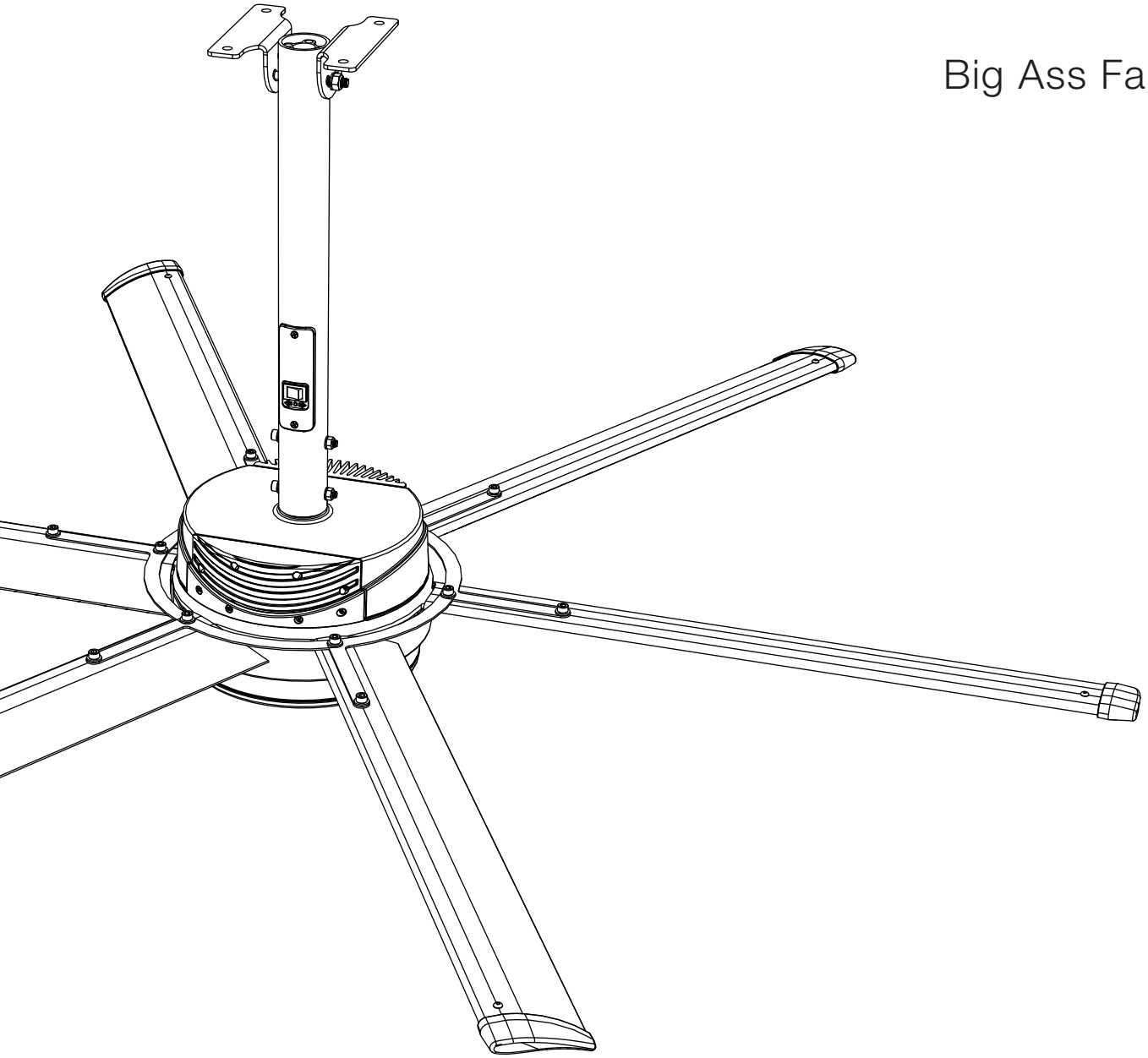
BIG ASS FANS
No Equal®

INSTALLATION GUIDE

Big Ass Fan 2025



For help, call 855-490-3048 or email thd.help@bigasssolutions.com

Installation Checklist

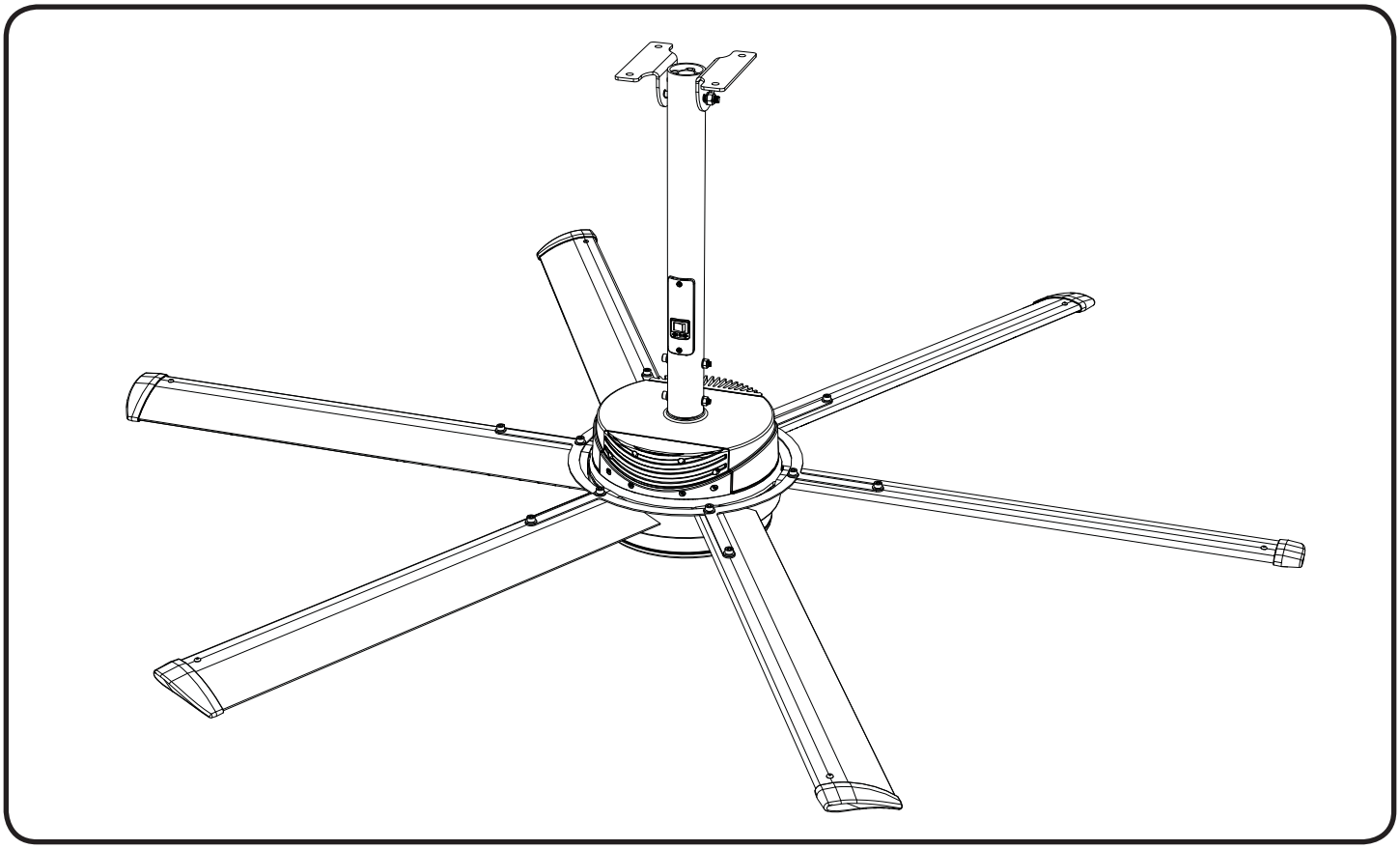
- ☐ **Did a structural engineer approve the mounting structure?** See page 5 for Big Ass Fans-approved mounting structures.
- ☐ **Are you familiar with the function and use of the safety cable?** See pages 12 and 14 for information on properly securing the safety cable.
- ☐ **Will the fan be installed so that the airfoils are at least 10 ft (3.05 m) above the floor?**
- ☐ **Will the fan be installed so that the airfoils have at least 2 ft (0.61 m) of clearance from obstructions?**
- ☐ **Will the fan be installed so that it is not subjected to high winds such as from a Heating, Ventilating, and Air Conditioning (HVAC) system or near a large garage door?** If the fan is mounted at the same level or higher than a diffuser, the airfoil tips must be at a distance that is at least 1x the measure of the fan's diameter. If the fan is mounted at the same height or below a diffuser, the airfoil tips must be at a distance that is at least 2x the measure of the fan's diameter.
- ☐ **Will the distance between multiple fans be at least 2.5x the fans' diameter when measured from the centers of the fans?**
- ☐ **If you ordered multiple fans, did you keep the parts of each fan together?**

Customer Service

855-490-3048 | thd.help@bigasssolutions.com

WWW.BIGASSFANS.COM ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Installation Guide
Big Ass Fan 2025



Installation Guide:
Jul. 2014
Rev. B

This product was manufactured in a plant whose Management System is certified as being in conformity with ISO 9001:2008.

Conforms to ANSI/UL STD 507–Electric Fans
Conforms to CSA C22.2 No.113–Fans & Ventilators

Contact Information

Manufacturing
2425 Merchant Street
Lexington, KY 40511
1-877-BIG-FANS
www.bigassfans.com

Customer Service
2348 Innovation Drive
Lexington, KY 40511
855-490-3048
thd.help@bigasssolutions.com

Warranty Returns
800 Winchester Road
Lexington, KY 40505
1-877-BIG-FANS
www.bigassfans.com

All trademarks used herein are the properties of their respective owners. No part of this document may be reproduced or translated into a different language without the prior written consent of Big Ass Fan Company. The information contained in this document is subject to change without notice.

IMPORTANT SAFETY INSTRUCTIONS
READ AND SAVE THESE INSTRUCTIONS

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS, OBSERVE THE FOLLOWING:

CAUTION: Installation work and electrical wiring must be done by qualified person(s) in accordance with all applicable codes and standards.

CAUTION: When cutting or drilling into wall or ceiling, do not damage electrical wiring and other hidden utilities.

CAUTION: Use this unit only in the manner intended by the manufacturer. If you have questions, contact the manufacturer.

WARNING: Before servicing or cleaning unit, switch power off at service panel and lock the service disconnecting means to prevent power from being switched on accidentally. When the service disconnecting means cannot be locked, securely fasten a prominent warning device, such as a tag, to the service panel.

CAUTION: The installation of a Big Ass Fan must be in accordance with the requirements specified in this installation manual and with any additional requirements set forth by the National Electric Code (NEC), ANSI/NFPA 70-2011, and all local codes. Code compliance is ultimately YOUR responsibility! Failure to comply with these codes could result in personal injury or property damage.

CAUTION: Exercise caution and common sense when powering the fan. Do not connect the fan to a damaged or hazardous power source. Do not attempt to resolve electrical malfunctions or failures on your own. Contact Big Ass Fans if you have any questions regarding the electrical installation of this fan.

WARNING: To reduce the risk of fire, electric shock, and injury to persons, Big Ass Fans must be installed with Big Ass Fan supplied controllers that are marked (on their cartons) to indicate the suitability with this model. Other parts cannot be substituted.

CAUTION: When service or replacement of a component in the fan requires the removal or disconnection of a safety device, the safety device is to be reinstalled or remounted as previously installed.

WARNING: Risk of fire, electric shock, or injury to persons during cleaning and user-maintenance! Disconnect the fan from the power supply before servicing.

CAUTION: Do not bend the airfoils when installing, adjusting, or cleaning the fan. Do not insert foreign objects in between rotating airfoils.

WARNING: Stay alert, watch what you are doing, and use common sense when installing fans. Do not install fans if tired or under the influence of drugs, alcohol, or medication. A moment of inattention while installing fans may result in serious personal injury.

CAUTION: The installation of this fan requires the use of some power tools. Follow the safety procedures found in the owner's manual for each of these tools and do not use them for purposes other than those intended by the manufacturer.

CAUTION: The Big Ass Fans product warranty will not cover equipment damage or failure caused by improper installation.

WARNING: This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a responsible person. Children should be supervised to ensure that they do not play with the appliance.

Leave this installation guide with the owner of the fan after installation is complete.

 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Contents

Introduction

Important Safety Information ii
Thank You 1
About Big Ass Fans 1
About this Fan 1

Pre-Installation

Parts Included 2
Tools Needed 3
Fan Diagram 4
Preparing the Work Site 5

Installing the Fan

1. Select Proper Angle Irons 6
2. Pre-drill Angle Irons 7
3. Secure Angle Irons (if span is longer than 8 ft) 7
4a. Fasten Single Angle Irons to Roof Structure Mounting Points 8
4b. Fasten Double Angle Irons to Roof Structure Mounting Points 9
5. Route Wiring and Safety Cable into Extension Tube 10
6. Attach Upper Mount and Upper Mounting Brace (to Extension Tube) 10
7. Attach Upper Mount (to Angle Irons) 11
8. Secure Safety Cable (to Main Fan Unit) 12
9. Attach Main Fan Unit (to Extension Tube) 12
10. Tighten Hardware 13
11. Secure Safety Cable (to Angle Irons) 14
12. Connect Power and Wall Controller Wiring 14
13. Install Cover Plate Assembly 15
14. Install Lower Cover Mounting Bracket 15
15. Install Lower Cover 16
16. Install Trim Ring 16

Installing Airfoils

1. Attach Airfoil Tips (to Airfoils) 17
2. Position Airfoils 17
3. Attach Airfoils (to Main Fan Unit) 18

Wiring the Fan

Electrical Safety Information 19
Power Requirements 19
Wiring Diagram 19
Wiring: Fire Signal Relay 20

Mounting the Wall Controller

Dimensions 21
Mounting to a Wall 21
Mounting to a Junction Box 21

Operating the Fan

Operating the Wall Controller 22
Changing the Fan Direction 22
Heating Season 23
Cooling Season 23

Preventive Maintenance

Annual Preventive Maintenance 24
General Preventive Maintenance 24

Annual Maintenance Checklist

Annual Maintenance Checklist 25

Troubleshooting

General Troubleshooting 27
Electrical Troubleshooting 28
Replacing Fuses 29

Warranty

Warranty Policy 30
Acknowledgment & Return Instructions 34
Warranty Claim Form Instructions 35
Warranty Claim Form 37
Responsibility Agreement 38

 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Notes

Introduction 1

Thank you and congratulations on your purchase of a Big Ass Fan, an efficient and cost-effective way to stay cool in the summer and warm in the winter. The revolutionary design of our fans combines the best of both form and function to bring power performance and a sleek look to any setting. More importantly, you have purchased a product that is backed by extensive research, thorough testing, and quality manufacturing. We're ready to answer any questions or comments at 855-490-3048 or email us at thd.help@bigasssolutions.com.

Who we are and what we do

Big Ass Fans has been the preeminent manufacturer of large-diameter, low-speed fans since 1999. With a worldwide presence and located in beautiful Lexington, KY, we research, design, and manufacture the most effective air movement solutions on the market. Our never-ending commitment to quality and innovation keeps us at the leading edge of a burgeoning industry. With an eye to helping customers satisfy their needs, and a strong sense of corporate responsibility to the community, Big Ass Fans has redefined the way business is done.

About this fan

Technical specifications

Fan diameter	Input power	Required circuit size	Rated current	Max RPM	Airfoil length
7 ft (2.13 m)	110–125 VAC, 50/60 Hz, 1Φ	10 A	5.1 A	198	35.5" (90.2 cm)

 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

2 Pre-Installation

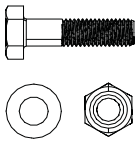
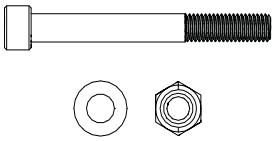
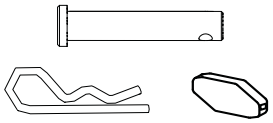
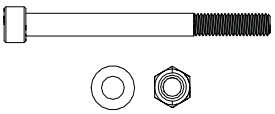
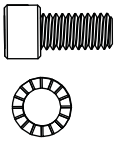
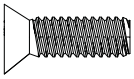
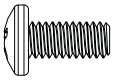
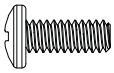
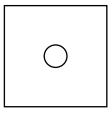
Parts included

⚠ **CAUTION: Do not remove the main fan unit from its protective packaging or place it on a flat surface prior to hanging it!**

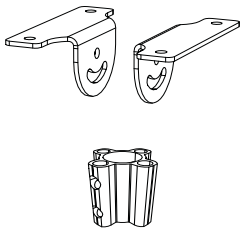
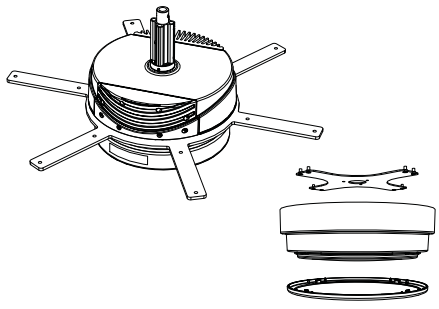
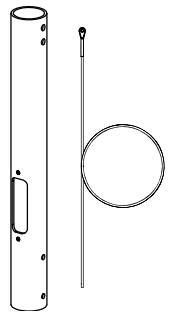
⚠ **CAUTION: If you ordered multiple fans, be sure to keep the components of each fan together.**

If you are missing any piece required for installation, contact Big Ass Fans Customer Service. *Note: Drawings below are not to scale. All boxes are labeled to identify the contents.*

Hardware

			
Mounting Hardware (4) M10 x 40 mm Hex Head Cap Screw (8) M10 Flat Washer (4) M10 Nylock Nut	**Extension Tube Hardware** (2) M10 x 90 mm Socket Head Cap Screw (4) M10 Flat Washer (2) M10 Nylock Nut	**Safety Cable Hardware** 5/16” Clevis Pin Cotter Pin Gripple®	**Main Fan Unit Hardware** (2) M8 x 75 mm Socket Head Cap Screw (4) M8 Flat Washer (2) M8 Nylock Nut
			
Airfoil Tip Hardware (6) M5 x 12 mm Button Head Screw	**Airfoil Hardware** (12) M8 x 18 mm Socket Head Cap Screw (12) 8 mm Belleville Washer	**Cover Plate Assembly Hardware** (2) 8-32 x 1/2” Flat Head Screw	**Lower Cover Mounting Bracket Hardware** (3) 8-32 x 3/8” Pan Head Screw
			
Lower Cover Hardware (8) 6-32 x 3/8” Pan Head Screw	**Angle Iron Hardware** (8) 3” Square Washer		

Mounting

		
Upper Mount & Upper Mounting Brace[1]	**Main Fan Unit, Lower Cover, Lower Cover Mounting Bracket, & Trim Ring**	**2-ft Extension Tube & Safety Cable[2]**

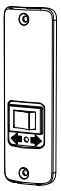
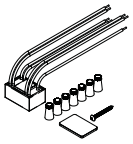
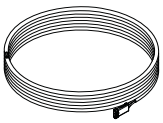
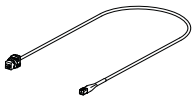
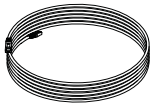
1. The upper mounting brace strengthens the upper mounting system and must be installed inside the top of the extension tube.
2. Two (2) safety clips and two (2) carabiners are provided for safety cable installation in locations where the top of the mounting structure is inaccessible. Contact Customer Service if you need assistance installing the safety cable.

 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

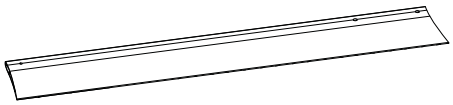
Parts included (cont.)

Note: Drawings below are not to scale.

Electrical

		
Wall Controller	**Cover Plate Assembly[1]**	**Fire Relay[2]**
		
20-ft Power Supply Cable	**3-ft Controller Input Cable**	**50-ft CAT5 Cable[3]**

Airfoils

	
(6) Airfoil	
(6) Airfoil Tip	**(6) Airfoil Retainer**

1. The cover plate assembly includes a fan status LED and a switch used to change the direction of fan rotation. The LED will flash an error code if there is a problem with the fan. See page 28 for information on the fan status LED. See page 22 for information on changing the fan direction.
2. The fire relay is provided for fans that will be installed in buildings that have a fire sprinkler system. See page 20 for fire relay wiring details.
3. The CAT5 cable connects the wall controller to the fan. One end plugs into the wall controller, and the other end plugs into the controller input cable. See pages 19–20 for wiring details. A longer CAT5 cable can be used if needed (customer-supplied).

Tools needed

Big Ass Fans recommends gathering the following tools prior to beginning installation.

Mechanical installation
Standard and metric wrench sets
Standard and metric socket and ratchet sets
Torque wrench capable of 29 ft·lb (39.3 N·m)
Phillips and flat head screwdrivers
Metric Allen wrench set
Metric Allen head sockets
Drill
Hacksaw
Level
Tape measure

Electrical installation
Phillips and flat head screwdrivers
#10 to #14 AWG strippers
Medium size channel locks
Multimeter

WWW.BIGASSFANS.COM ©2014 DELTA T CORP. ALL RIGHTS RESERVED

4 Pre-Installation (cont.)

Fan diagram

Refer to the diagram below to identify the fan components. *Note: The safety cable is not pictured below; however, it is an important part of the installation.*

A. Upper mount. Secures the fan to the mounting structure.

B. Extension tube. Extends the fan from the ceiling and provides a path for wiring.

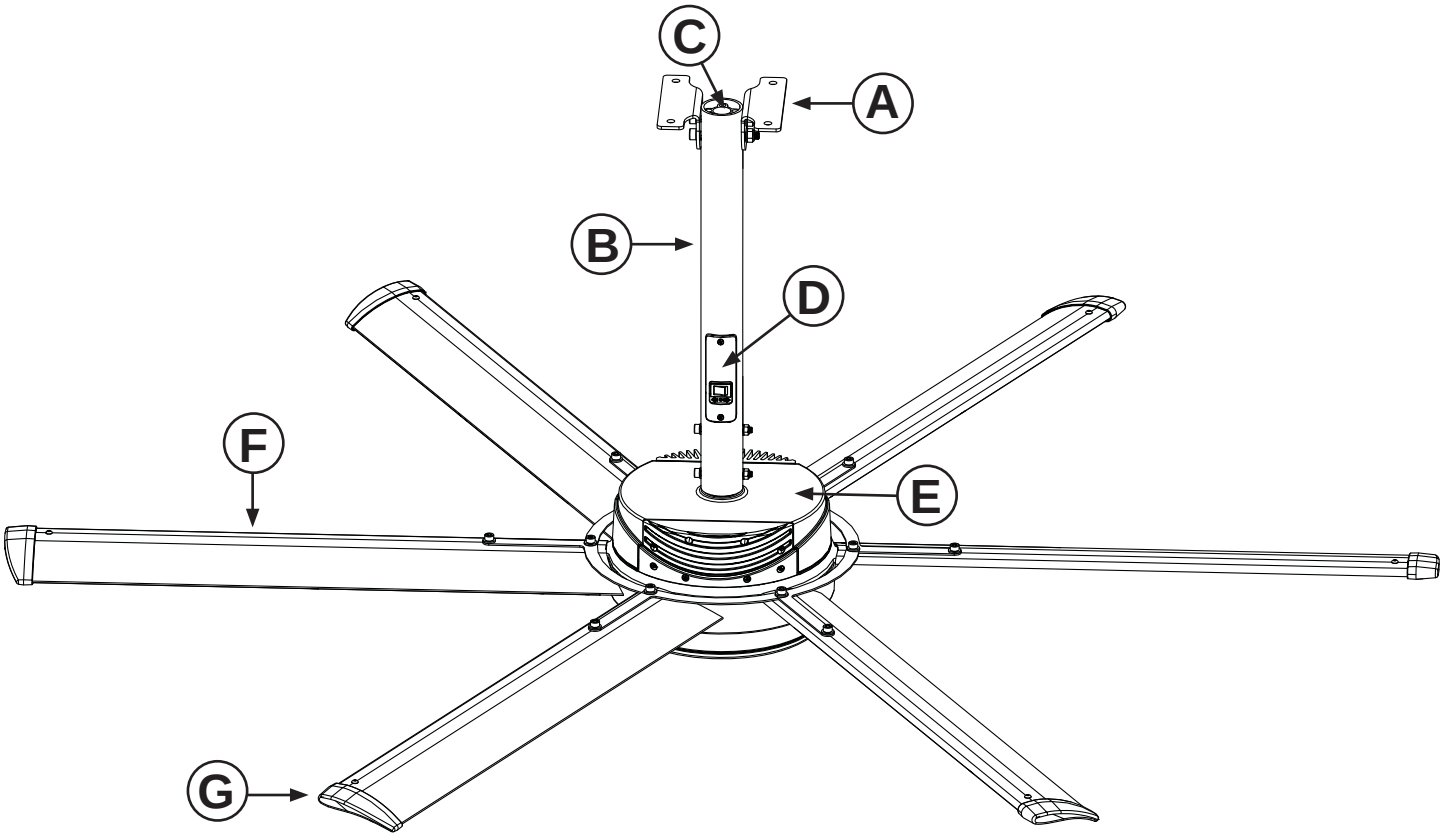
C. Upper mounting brace. Strengthens the upper mounting system.

D. Cover plate assembly. Provides access to wiring and includes a fan status LED and a switch used to change the direction of fan rotation. The LED will flash an error code if there is a problem with the fan. See page 28 for LED error codes. See page 22 for information on changing the fan direction.

E. Main fan unit. Includes the motor, hub, and power wiring.

F. Airfoil. Provides air movement. The unique, patented design provides efficient and effective air movement.

G. Airfoil Tip. Ensures quiet fan operation.



 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Preparing the work site

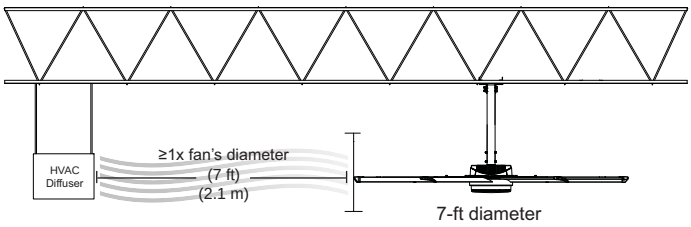
The fan should only be installed according to the instructions described in this manual. Consult a structural engineer for installation methods not covered in this manual.

When surveying the work site, keep the following mechanical and electrical guidelines in mind.

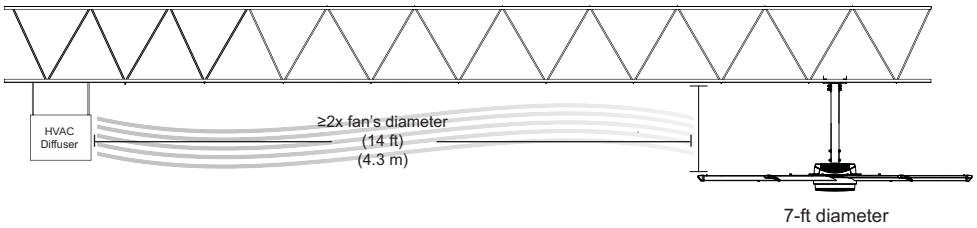
Mechanical

- A suitable means for lifting the weight of the fan, such as a scissor lift, and at least two installation personnel will be required.
- If hanging the fan from angle irons, the minimum dimensions of the angle iron must be 2-1/2'' × 2-1/2'' × 1/4'' (6.4 cm × 6.4 cm × 0.6 cm) and it cannot be longer than 12 ft (3.7 m). It must be secured to the structure. Do not mount the fan to a single purlin, truss, or bar joist. Consult a structural engineer for installation methods not covered in this manual.
- To reduce the risk of injury to persons, install the fan so that the airfoils are at least 10 ft (3.05 m) above the floor.
- If mounting the fan in the vicinity of an infrared/radiant heater, it is recommended that the fan be mounted outside of the clearances recommended by the manufacturer of the heater and at a height equal to or above the shielding on the heating element with the controller on the opposite side of the heater. If mounting the fan below the heater shielding, all fan elements must be outside of the clearances recommended by the heater manufacturer. The installation manual for the specific model of heater will typically provide the minimum clearance to combustibles (MCC).
- Adhere to the safety requirements in the table below when selecting where to mount the fan.

Safety requirement	Minimum distances
Clearance	≥2 ft from all fan parts and ≥3 ft below sprinklers. The fan installation area must also be free of obstructions such as lights, cables, or other building structure.
Blade height	≥10 ft above the floor
HVAC equipment	≥1x fan diameter if above diffuser. ≥2x fan diameter if below diffuser. Refer to the illustration below.
Fan spacing	2.5x fan diameter, center-to-center
Radiant/IR heaters	See the manufacturer's requirements for the minimum clearance to combustibles.



If the fan is mounted at the same level or higher than a diffuser, the airfoil tips must be at a distance that is at least 1x the measure of the fan's diameter.



If the fan is mounted below a diffuser, the airfoil tips must be at a distance that is at least 2x the measure of the fan's diameter.

Electrical

- Ensure power wiring is routed to a junction box at the fan location prior to installation.
- To reduce the risk of electric shock, wiring should be performed by a qualified electrician! Incorrect assembly can cause electric shock or damage the motor and the controller!
- Installation of a Big Ass Fan must be in accordance with the National Electrical Code (NEC), ANSI/NFPA 70-2011, and local codes.

WWW.BIGASSFANS.COM ©2014 DELTA T CORP. ALL RIGHTS RESERVED

6 Installing the Fan

⚠ **WARNING: The fan weighs 70 lbs (31.8 kg). The fan should not be installed unless the structure on which the fan is to be mounted is of sound construction, undamaged, and capable of supporting the loads of the fan and its method of attachment. A structural engineer should verify that the mounting structure is adequate prior to fan installation. Verifying the stability of the mounting structure is the sole responsibility of the customer and/or end user, and Big Ass Fans hereby expressly disclaims any liability arising therefrom, or arising from the use of any materials or hardware other than those supplied by Big Ass Fans or otherwise specified in these installation instructions.**

⚠ **CAUTION: Do not install the fan from a single purlin or truss or junction box.**

⚠ **CAUTION: Unsupported angle iron spans should not exceed 12 ft (3.7 m).**

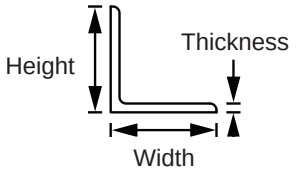
1. Select proper angle irons

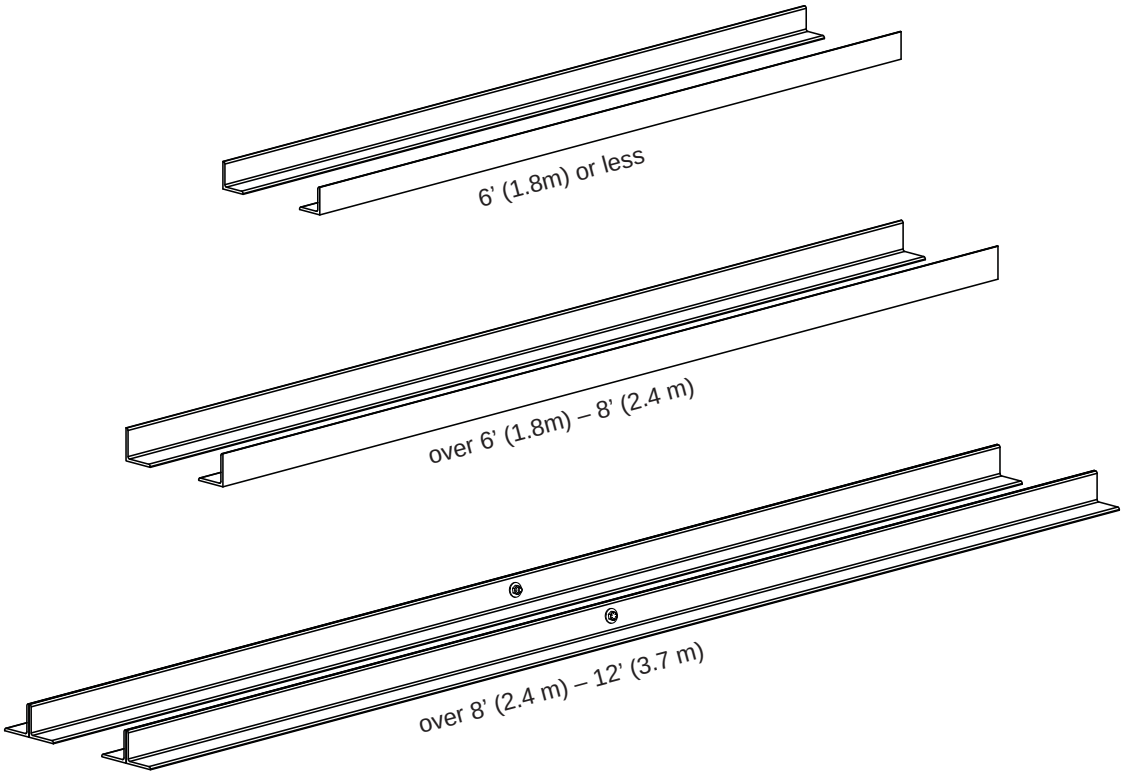
Follow the table below when selecting angle irons for fan installation. *Note: Angle irons and angle iron hardware are not included with the fan.*

Angle iron span (between mounting points)	**Minimum angle iron dimensions** (W x H x T)	**Number of angle irons needed**
6 ft (1.8 m) or less	2.5” (6.4 cm) x 2.5” (6.4 cm) x 0.25” (0.6 cm)	2
over 6 ft (1.8 m) to 8 ft (2.4 m)	3” (7.6 cm) x 3” (7.6 cm) x 0.25” (0.6 cm)	2
over 8 ft (2.4 m) to 12 ft (3.7 m)	3” (7.6 cm) x 3” (7.6 cm) x 0.25” (0.6 cm)	4*

*Two pairs of angle irons. Pairs should be placed back to back and fastened in center (see step 3).

Angle Iron Side View
(see table for dimensions)



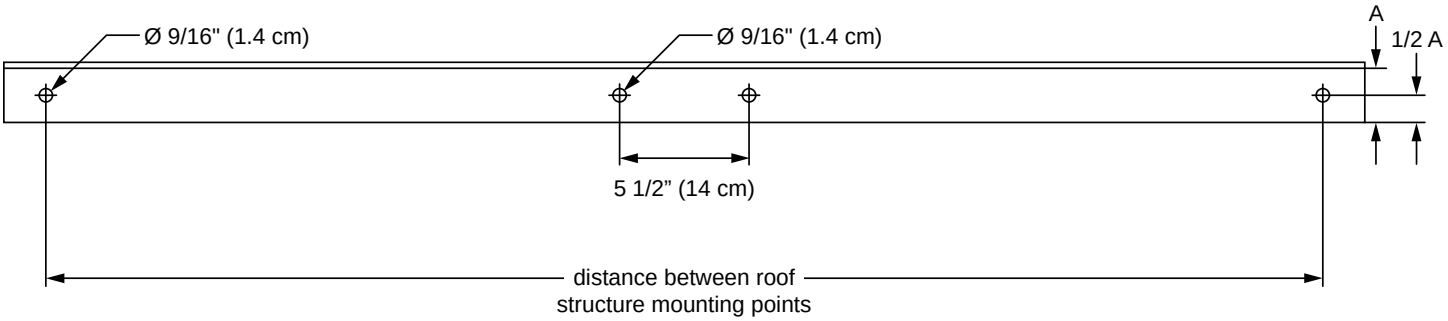


 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

2. Pre-drill angle irons

Drill two Ø 9/16” (1.4 cm) holes exactly 5-1/2” (14 cm) apart in the centers of two angle irons.

Measure the distance between the mounting points of the roof structure that the angle irons will span. Measure the same distance on the angle irons, and drill Ø 9/16” (1.4 cm) holes through each end of the angle irons. Drill holes in two angle irons if span is 8 ft (2.4 m) or less. Drill holes in four angle irons if span is greater than 8 ft (2.4 m).



3. Secure angle irons (if span is longer than 8 ft)

If the angle iron span is 8 ft (2.4 m) or less, proceed to step 4a on the following page.

If the angle iron span is longer than 8 ft (2.4 m), it is necessary to use double angle irons.

Locate the center of the angle iron length. Drill Ø 9/16” (1.4 cm) hole through the center of the vertical wall of the angle iron. Drill a total of four angle irons.

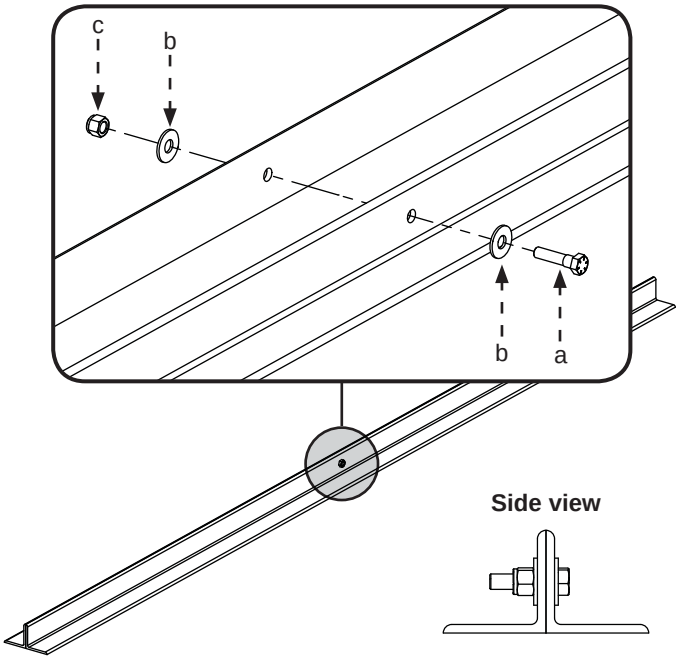
Place two drilled angle irons back to back. Fasten the angle irons together with customer-supplied Grade 8 hardware.

Align the angle irons to each other and tighten the bolts to **25 ft·lb (33.9 N·m)** using a torque wrench with a 3/4” or 19 mm socket.

Repeat step for remaining two angle irons.

Proceed to step 4b.

Angle Iron Hardware (Customer-Supplied):
a. (2) 1/2-13 or M12 Bolt
b. (4) 1/2” or M12 Washer
c. (2) 1/2” or M12 Nut



 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

8 Installing the Fan (cont.)

4a. Fasten single angle irons to roof structure mounting points

If installation requires double angle irons, i.e., span is greater than 8 ft (2.4 m), proceed to step 4b.

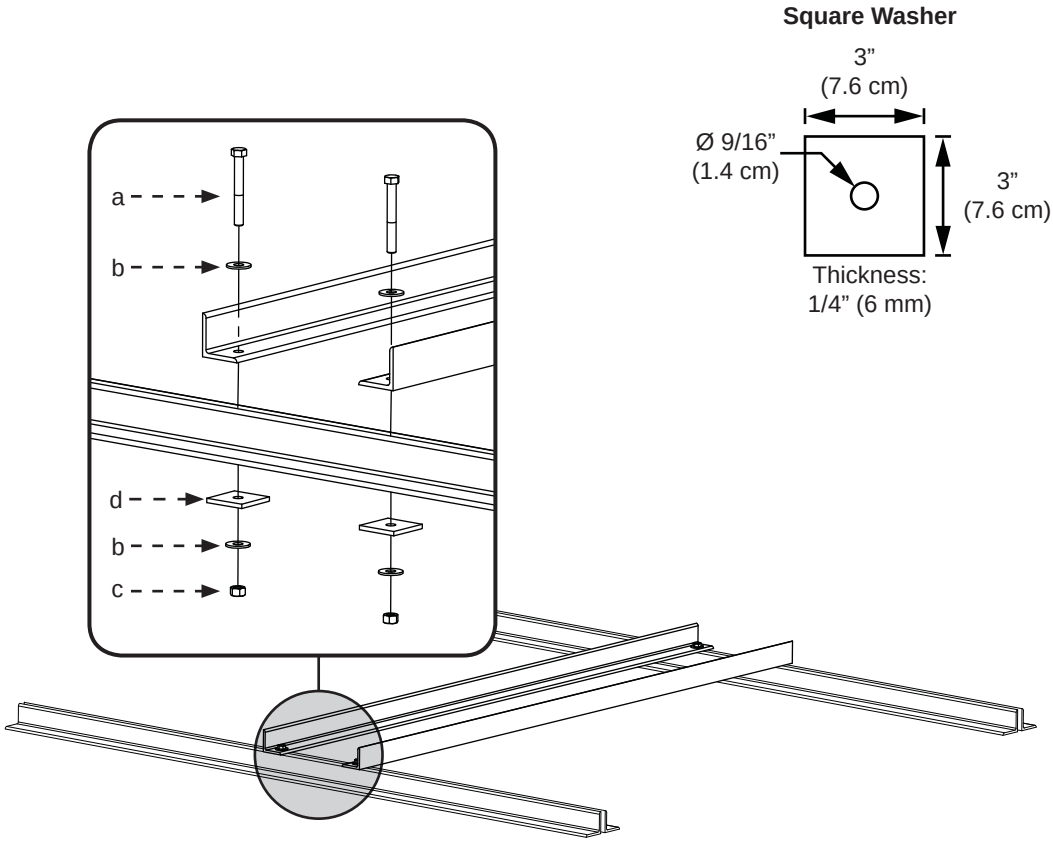
⚠ **CAUTION: The angle irons must be fastened to the roof structure at each end.**

Fasten the angle irons to the roof structure mounting points at each end with customer-supplied Grade 8 hardware as shown. **Tighten the hardware so that it is snug, but do not torque until the fan has been mounted to the angle irons.** *Note: Big Ass Fans recommends orienting the angle irons so that the horizontal legs are facing each other. Refer to the illustration below.*

Proceed to step 5.

Angle Iron Hardware (Customer-Supplied):
a. (4) 1/2-13 or M12 Bolt
b. (8) 1/2” or M12 Washer
c. (4) 1/2” or M12 Nut

Angle Iron Hardware (BAF-Supplied):
d. (8) 3” Square Washer (see diagram)



 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

4b. Fasten double angle irons to roof structure mounting points

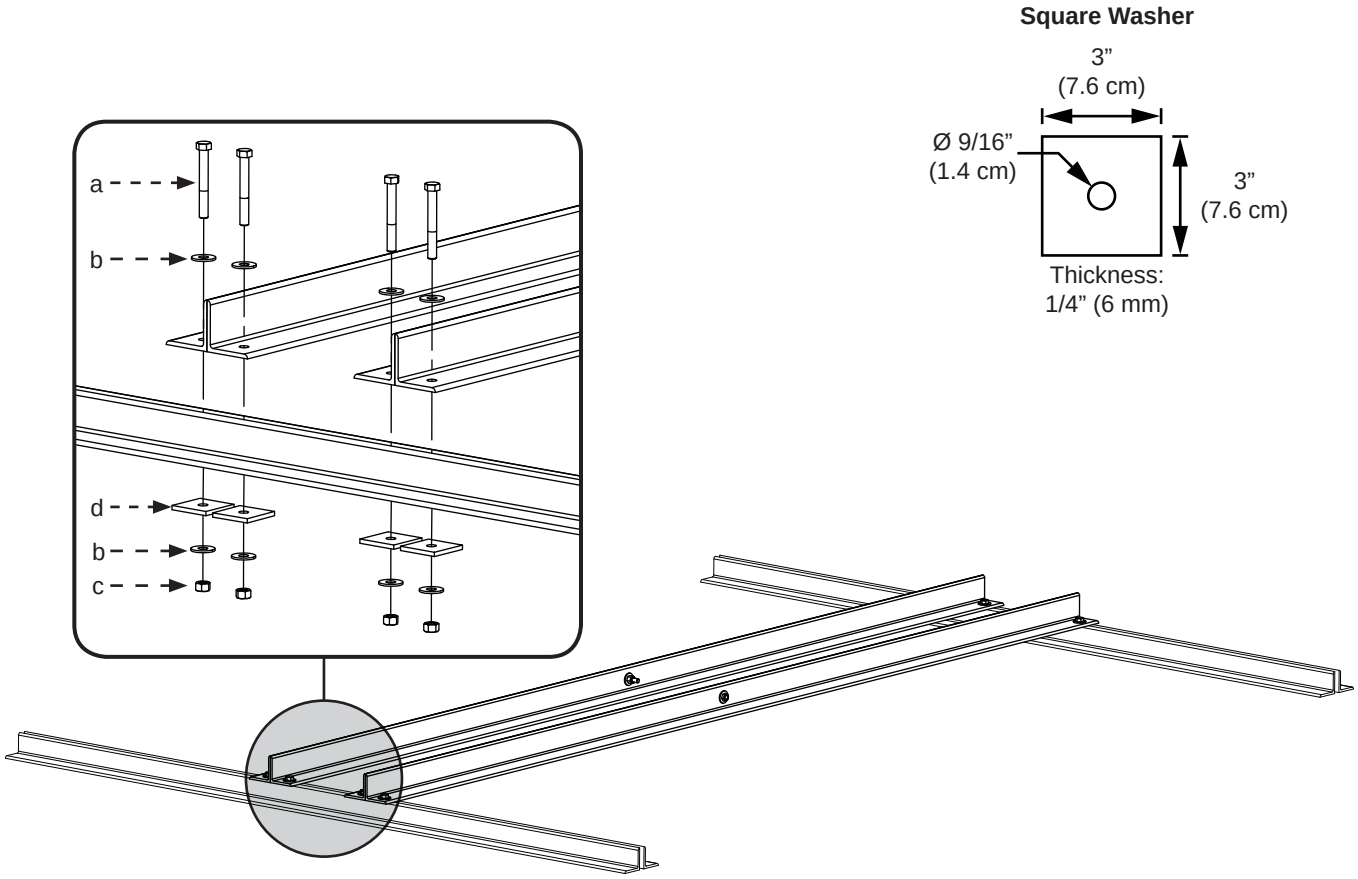
⚠ **CAUTION: The angle irons must be fastened to the roof structure at each end.**

Fasten the angle irons to the roof structure mounting points at each end with customer-supplied Grade 8 hardware as shown. **Tighten the hardware so that it is snug, but do not torque until the fan has been mounted to the angle irons.**

Proceed to step 5.

Angle Iron Hardware (Customer-Supplied):
a. (8) 1/2-13 or M12 Bolt
b. (16) 1/2” or M12 Washer
c. (8) 1/2” or M12 Nut

Angle Iron Hardware (BAF-Supplied):
d. (8) 3” Square Washer (see diagram)



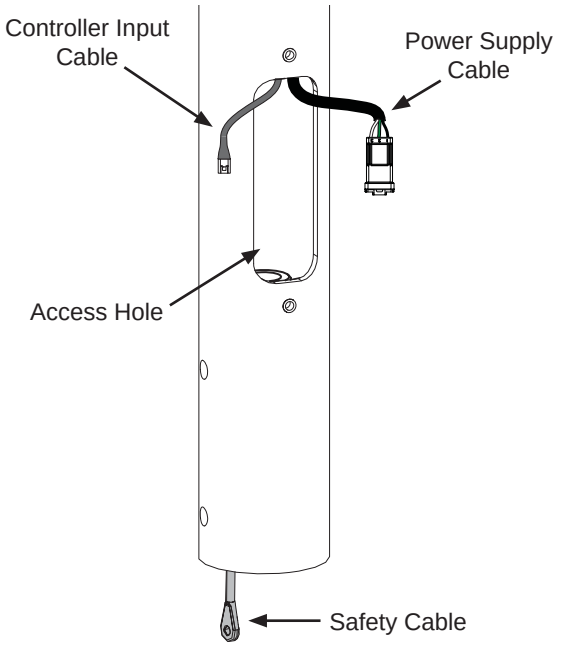
 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

5. Route wiring and safety cable into extension tube

Note: To facilitate installation, Big Ass Fans recommends that the extension tube is horizontal with the rectangular access hole facing up during this step.

To route the wiring and safety cable into the extension tube:

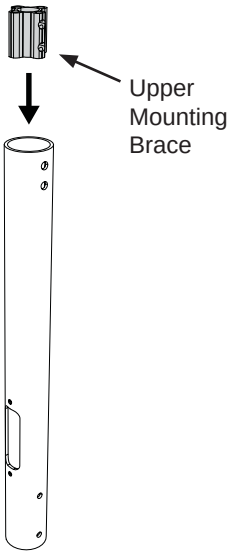
1. Route the end of the controller input cable with the wiring harness on it (the end *without* the three loose wires) down into the top of the extension tube and out the rectangular access hole as shown.
2. Route the end of the power supply cable with the wiring harness on it down into the top of the extension tube and out the rectangular access hole as shown.
3. Route the end of the safety cable with the lug on it down into the top of the extension tube and out the bottom of the tube as shown.



6. Attach upper mount and upper mounting brace (to extension tube)

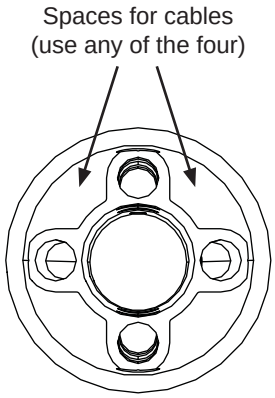
Note: To facilitate installation, Big Ass Fans recommends that the extension tube is horizontal with the rectangular access hole facing up during this step. Wiring and the and safety cable are not shown in the illustrations.

Insert the upper mounting brace into the top of the extension tube and align the four (4) mounting holes in the brace with the four (4) mounting holes at the top of the tube as shown on the right. Position the power supply cable, controller input cable, and safety cable in any of the four (4) spaces between the upper mounting brace and the extension tube as shown below. *Note: The cables can go in any of the four spaces. They do not all need to be in the same space.*

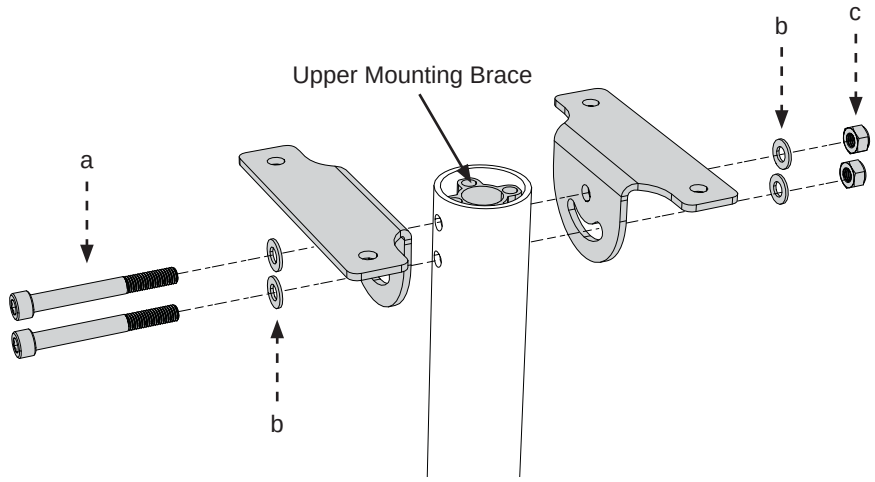


Attach the upper mounting brace (inside the extension tube) and the upper mount to the extension tube using the Extension Tube Hardware as shown below. **Tighten the hardware so that it is snug, but do not torque.**

Extension Tube Hardware (BAF-Supplied):
a. (2) M10 x 90 mm Socket Head Cap Screw
b. (4) M10 Flat Washer
c. (2) M10 Nylock Nut



Extension tube with upper mounting brace inside (view from above)

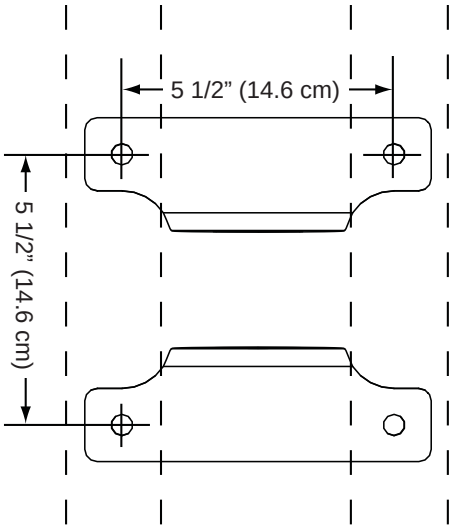


 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

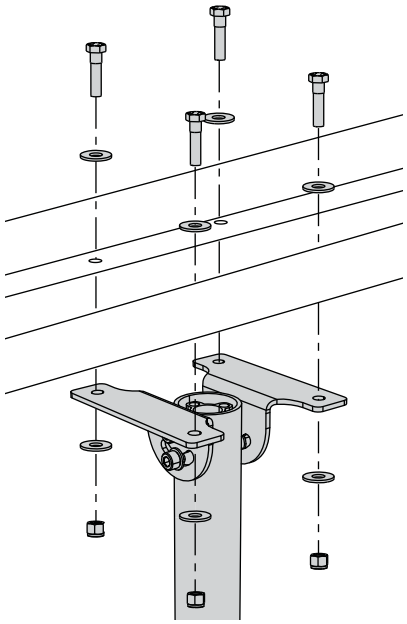
7. Attach upper mount (to angle irons)

Secure the upper mount (with extension tube and upper mounting brace already attached) directly to the angle irons using the Mounting Hardware as shown. Consult the diagrams below for distances between the angle irons. **Tighten the hardware so that it is snug, but do not torque.**

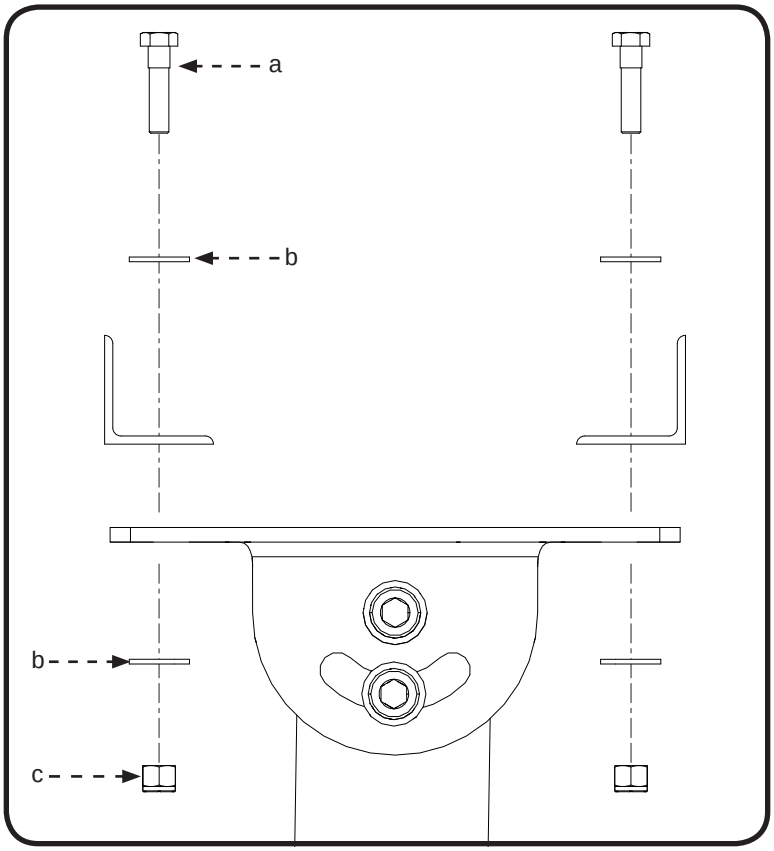
Mounting Hardware (BAF-Supplied):
a. (4) M10 x 40 mm Hex Head Cap Screw
b. (8) M10 Flat Washer
c. (4) M10 Nylock Nut



Note: Dashed lines represent angle irons.



Side View



WWW.BIGASSFANS.COM ©2014 DELTA T CORP. ALL RIGHTS RESERVED

8. Secure safety cable (to main fan unit)

⚠ **CAUTION: Do not remove the main fan unit from its protective packaging or place it on a flat surface prior to hanging it!**

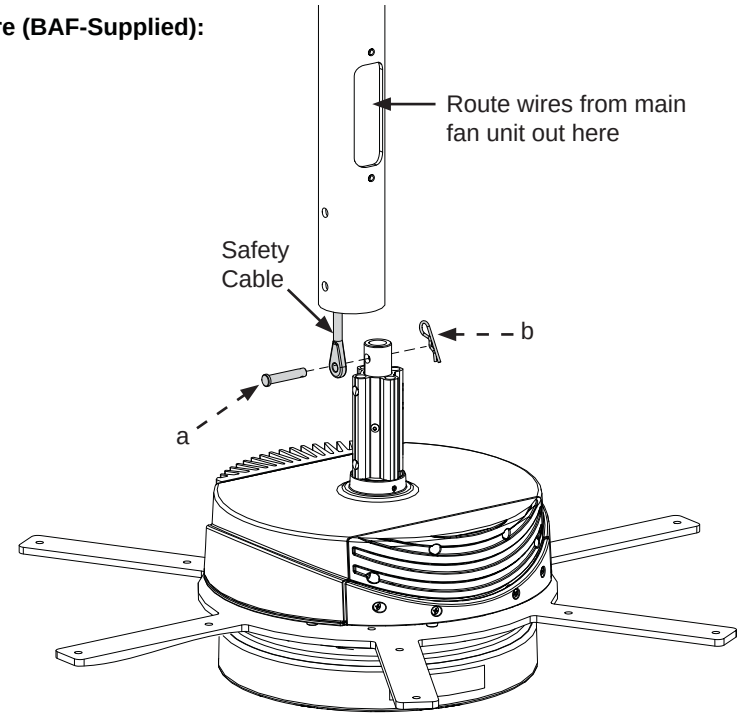
⚠ **CAUTION: To prevent damage, avoid contact with the stator wires located on the bottom of the main fan unit!**

⚠ **CAUTION: The main fan unit is heavy. Use caution when raising it.**

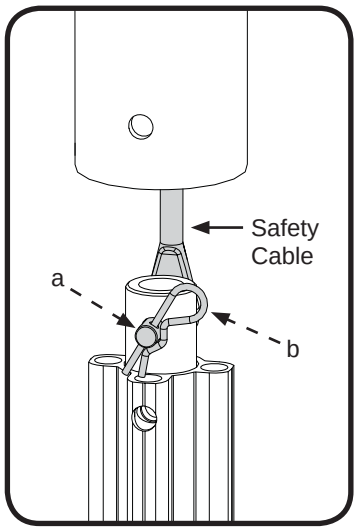
Raise the main fan unit directly from its packaging to the extension tube. Route the three (3) sets of wires from the main fan unit up into the bottom of the extension tube and out the rectangular access hole near the bottom of the tube. Ensure the wires are positioned inside the grooves on the motor shaft. *Note: Wiring not shown in the illustrations below.*

While supporting the main fan unit, secure the safety cable to the motor shaft using the Safety Cable Hardware as shown. Insert the clevis pin through the safety cable lug and motor shaft, and then insert the straight leg of the cotter pin into the small hole on the clevis pin.

Safety Cable Hardware (BAF-Supplied):
a. 5/16” Clevis Pin
b. Cotter Pin



Cotter pin inserted into clevis pin



9. Attach main fan unit (to extension tube)

⚠ **CAUTION: The main fan unit is heavy. Use caution when raising it.**

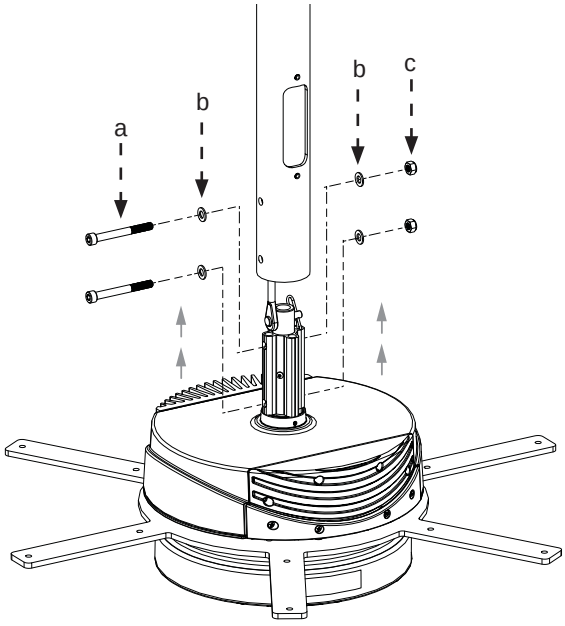
⚠ **CAUTION: Be careful not to pinch the fan wiring between the extension tube and main fan unit during installation.**

⚠ **CAUTION: Do not discard the main fan unit packaging and foam. It should be used if the fan is ever moved or relocated.**

Attach the main fan unit to the extension tube using the Main Fan Unit Hardware as shown. *Note: Wiring not shown in the illustration on the right.*

Tighten the hardware to **25 ft·lb (33.9 N·m)** using a 6 mm Allen wrench and a torque wrench with a 13 mm socket.

Main Fan Unit Hardware (BAF-Supplied):
a. (2) M8 x 75 mm Socket Head Cap Screw
b. (4) M8 Flat Washer
c. (2) M8 Nylock Nut

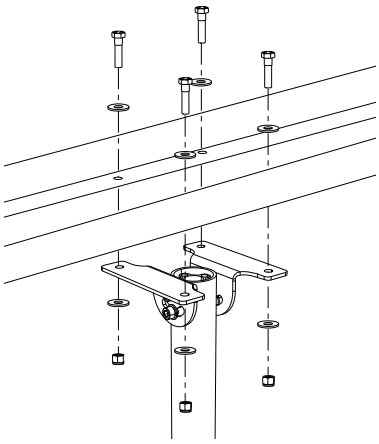


 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

10. Tighten hardware

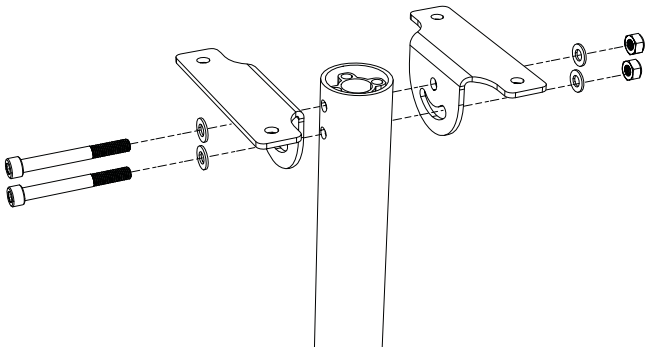
After attaching the main fan unit to the extension tube, tighten the following hardware to the specified torque.

Tighten the Mounting Hardware to **25 ft·lb (33.9 N·m)** using a 17 mm wrench and a torque wrench with a 17 mm socket.



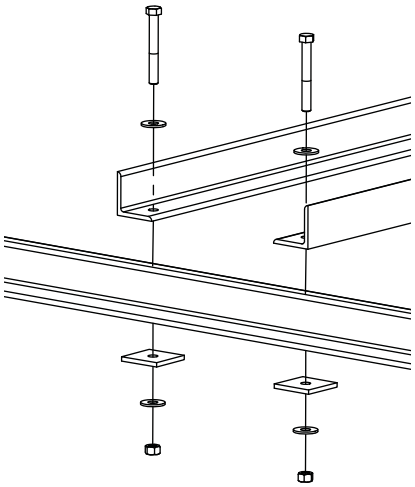
Mounting Hardware

Allow the extension tube to hang freely and balance itself, and then tighten the Extension Tube Hardware to **25 ft·lb (33.9 N·m)** using an 8 mm Allen wrench and a torque wrench with a 17 mm socket.

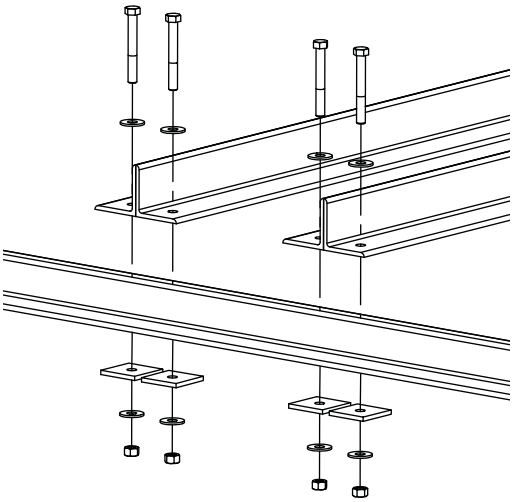


Extension Tube Hardware

Tighten all hardware securing the angle irons to the roof structure (Angle Iron Hardware) to **40 ft·lb (54.2 N·m)** using a 3/4” or 19 mm wrench and a torque wrench with a 3/4” or 19 mm socket.



Angle Iron Hardware (single angle irons)



Angle Iron Hardware (double angle irons)

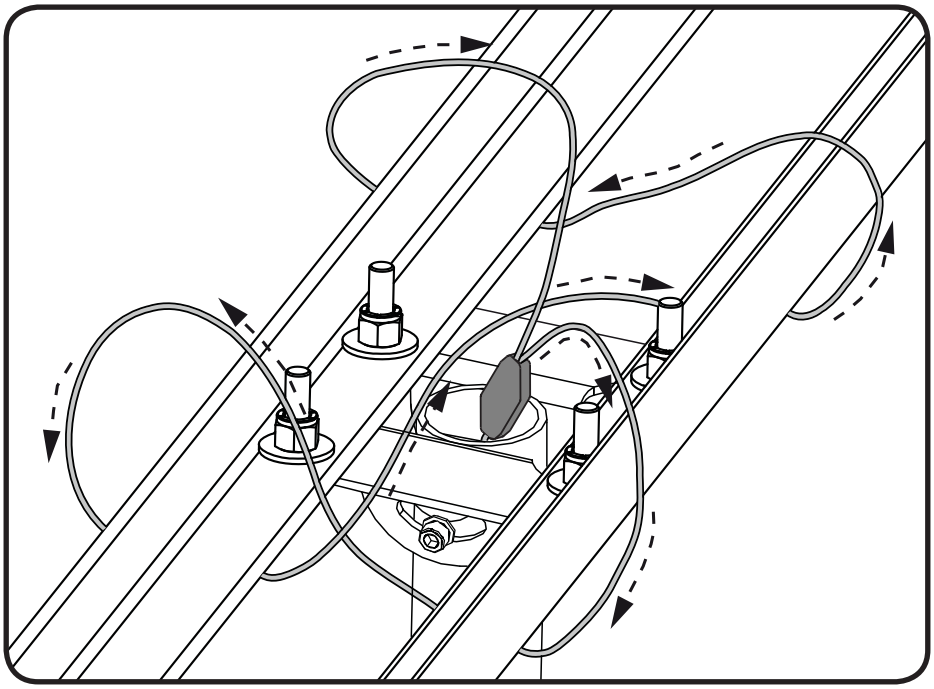
WWW.BIGASSFANS.COM ©2014 DELTA T CORP. ALL RIGHTS RESERVED

11. Secure safety cable (to angle irons)

⚠ **WARNING: The safety cable is a crucial part of the fan and must be installed correctly. If you have any questions, call Customer Service.**

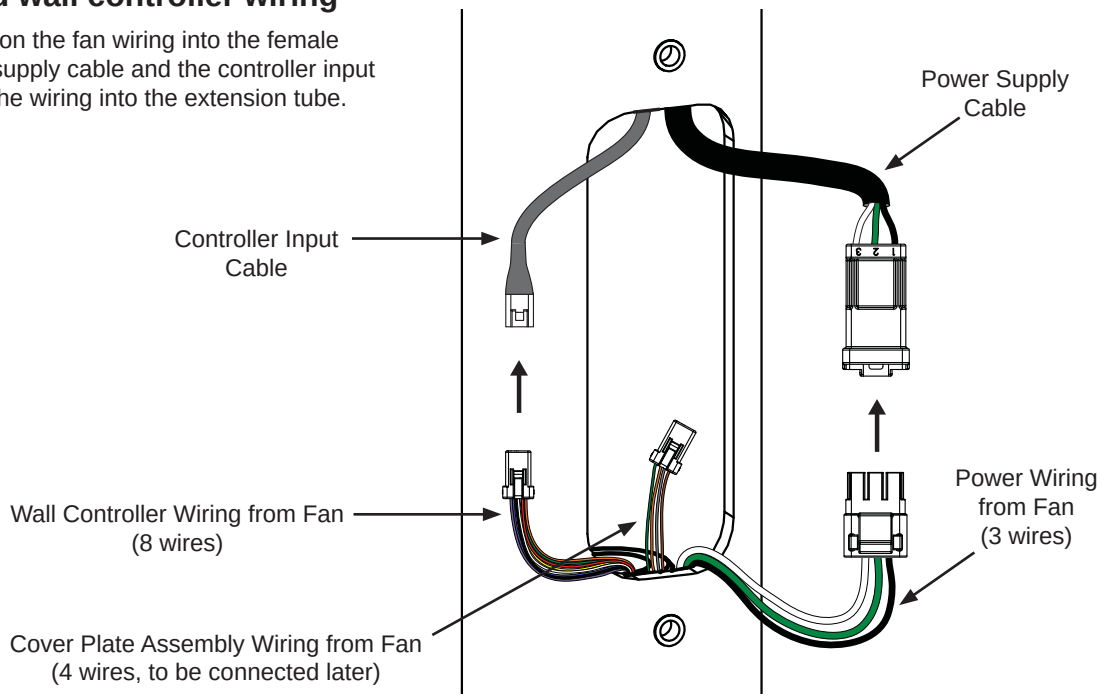
To secure the safety cable to the angle irons:

1. Route the free end of the safety cable into one of the two (2) holes in the Gripple®, and then pull the cable through the Gripple until the Gripple rests at the top of the extension tube.
2. Wrap the safety cable tightly around the angle irons as shown, leaving as little slack as possible.
3. Route the loose end of the safety cable through the remaining hole in the Gripple and pull to tighten.



12. Connect power and wall controller wiring

Plug the male wiring harnesses on the fan wiring into the female wiring harnesses on the power supply cable and the controller input cable as shown. Carefully tuck the wiring into the extension tube.


Power Supply Cable
Controller Input Cable
Wall Controller Wiring from Fan (8 wires)
Power Wiring from Fan (3 wires)
Cover Plate Assembly Wiring from Fan (4 wires, to be connected later)

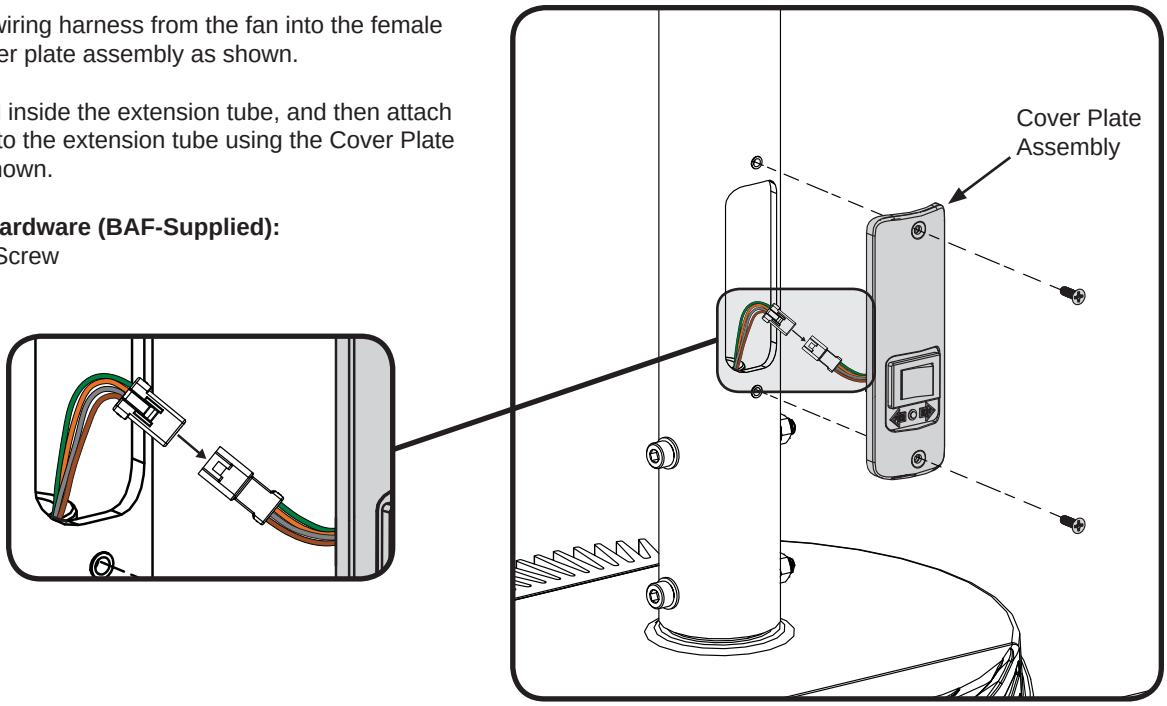
 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

13. Install cover plate assembly

Plug the remaining male wiring harness from the fan into the female wiring harness on the cover plate assembly as shown.

Ensure all wiring is tucked inside the extension tube, and then attach the cover plate assembly to the extension tube using the Cover Plate Assembly Hardware as shown.

Cover Plate Assembly Hardware (BAF-Supplied):
(2) 8-32 x 1/2" Flat Head Screw



14. Install lower cover mounting bracket

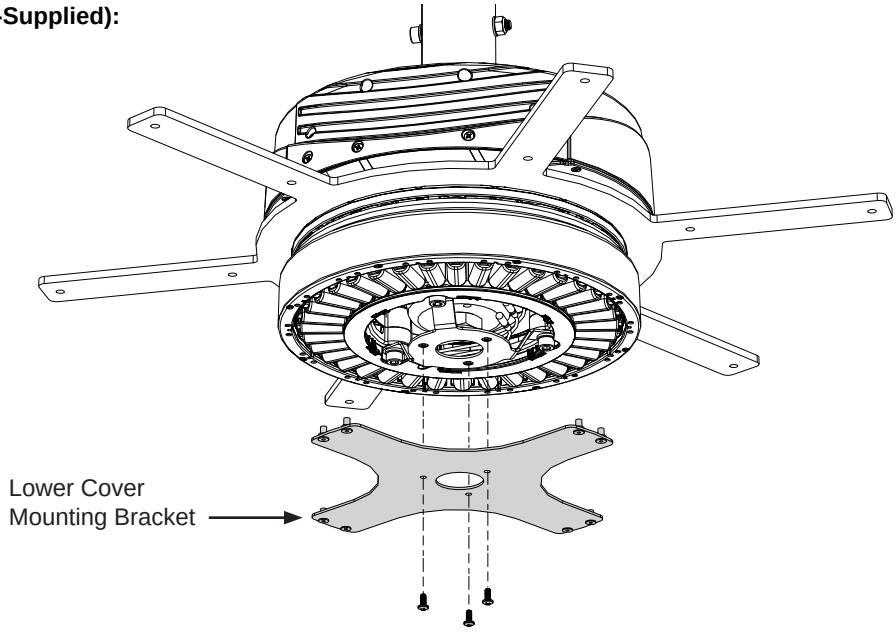
Remove the protective plastic cover from the bottom of the main fan unit before installing the mounting bracket.

Ensure that the three (3) stator wires on the bottom of the main fan unit are tucked in securely before installing the mounting bracket. Be careful not to damage the stator wires while installing the mounting bracket and lower cover.

⚠ **WARNING: Disconnect power to the fan before installing the lower cover mounting bracket and lower cover.**

Attach the lower cover mounting bracket to the bracket on the bottom of the main fan unit using the Lower Cover Mounting Bracket Hardware as shown. Loosely attach all three (3) screws, and then tighten them.

Lower Cover Mounting Bracket Hardware (BAF-Supplied):
(3) 8-32 x 3/8" Pan Head Screw



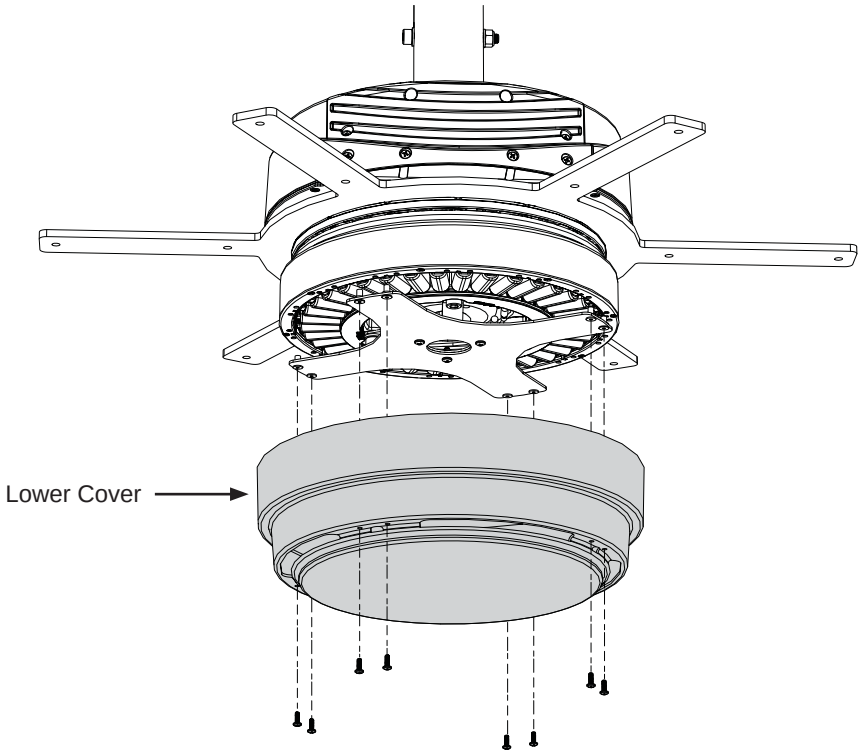
 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

15. Install lower cover

⚠ **WARNING: Disconnect power to the fan before installing the lower cover mounting bracket and lower cover.**

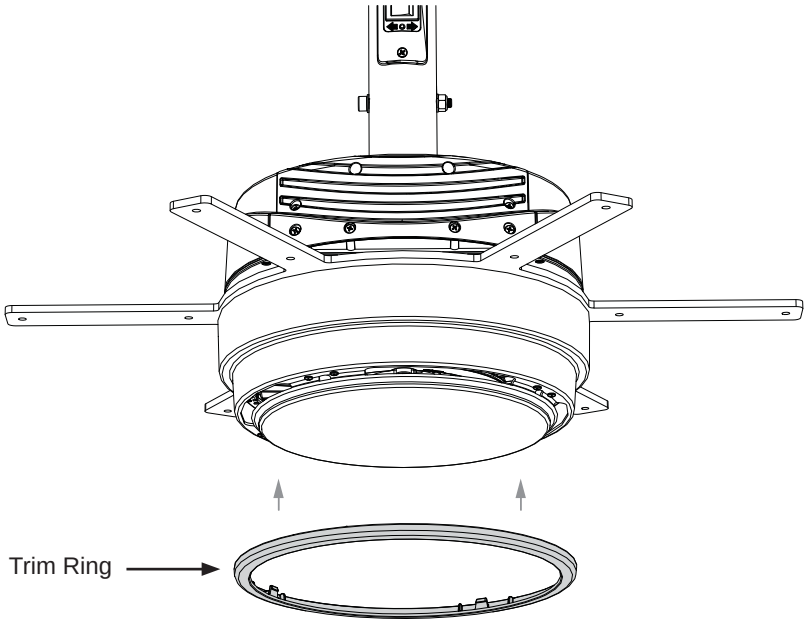
Attach the lower cover to the lower cover mounting bracket using the Lower Cover Hardware as shown. Loosely attach all eight (8) screws, and then tighten them.

Lower Cover Hardware (BAF-Supplied)
(8) 6-32 x 3/8" Pan Head Screw



16. Install trim ring

Snap the trim ring onto the lower cover as shown.



WWW.BIGASSFANS.COM ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Installing Airfoils

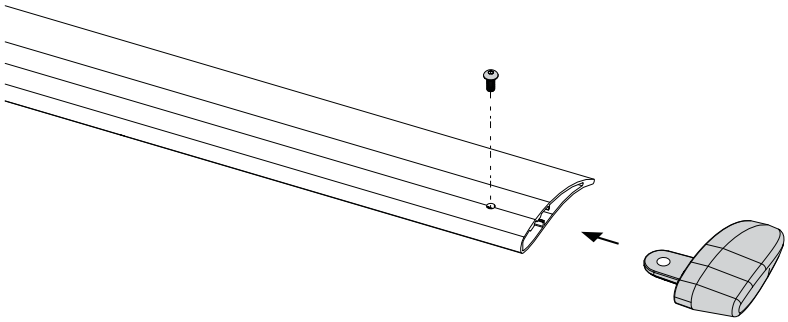
Big Ass Fans recommends wiring the fan (page 19) before installing the airfoils.

⚠ **WARNING: Disconnect power to the fan before installing the airfoils.**

1. Attach airfoil tips (to airfoils)

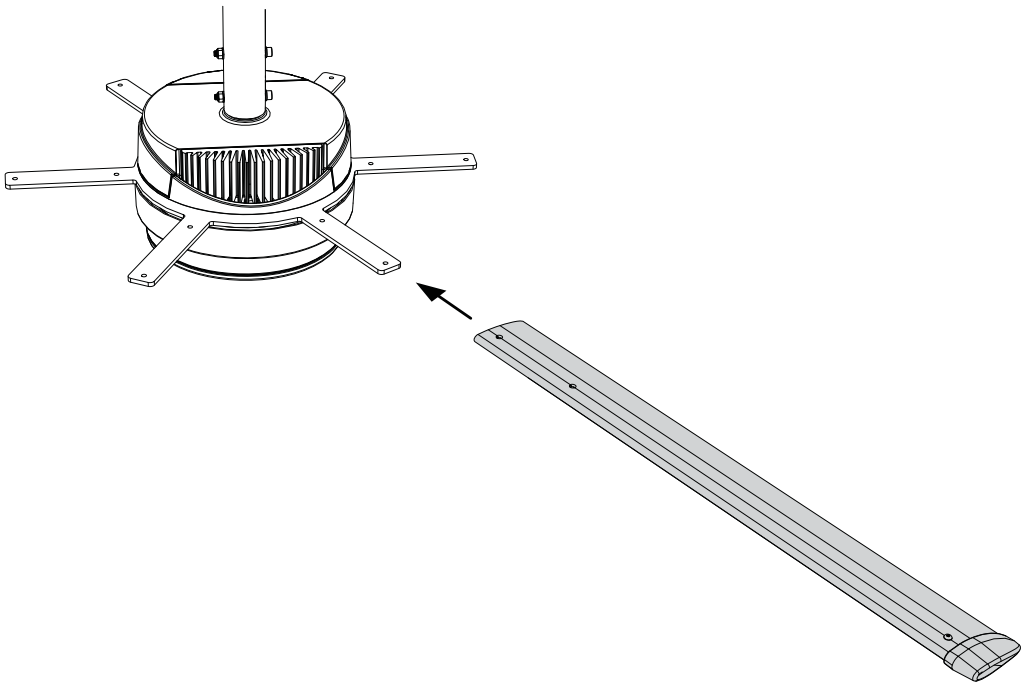
Attach the airfoil tips to the airfoils using the Airfoil Tip Hardware as shown. Securely tighten the screws using a 3 mm Allen wrench. Attach airfoil tips to all six (6) airfoils before attaching the airfoils to the fan.

Airfoil Tip Hardware (BAF-Supplied):
(6) M5 x 12 mm Button Head Screw



2. Position airfoils

Slide the airfoils onto the tabs as shown.



 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Installing Airfoils (cont.)

3. Attach airfoils (to main fan unit)

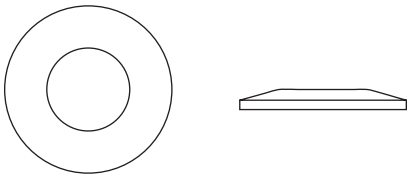
⚠ **WARNING: Disconnect power to the fan before installing airfoils.**

Attach the six (6) airfoil retainers using the Airfoil Hardware. Moving clockwise around the fan hub, position the airfoil retainers as shown. Hole A of the retainer should be positioned over top of Hole B. **Do not tighten the bolts until all airfoil retainers have been attached!**

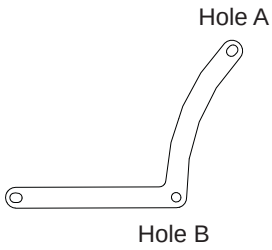
Tighten the bolts along the outside perimeter to **29 ft·lb (39.3 N·m)** using a torque wrench with a 6 mm Allen head socket. After the outer perimeter bolts are torqued, tighten the bolts along the inner perimeter to **29 ft·lb (39.3 N·m)**.

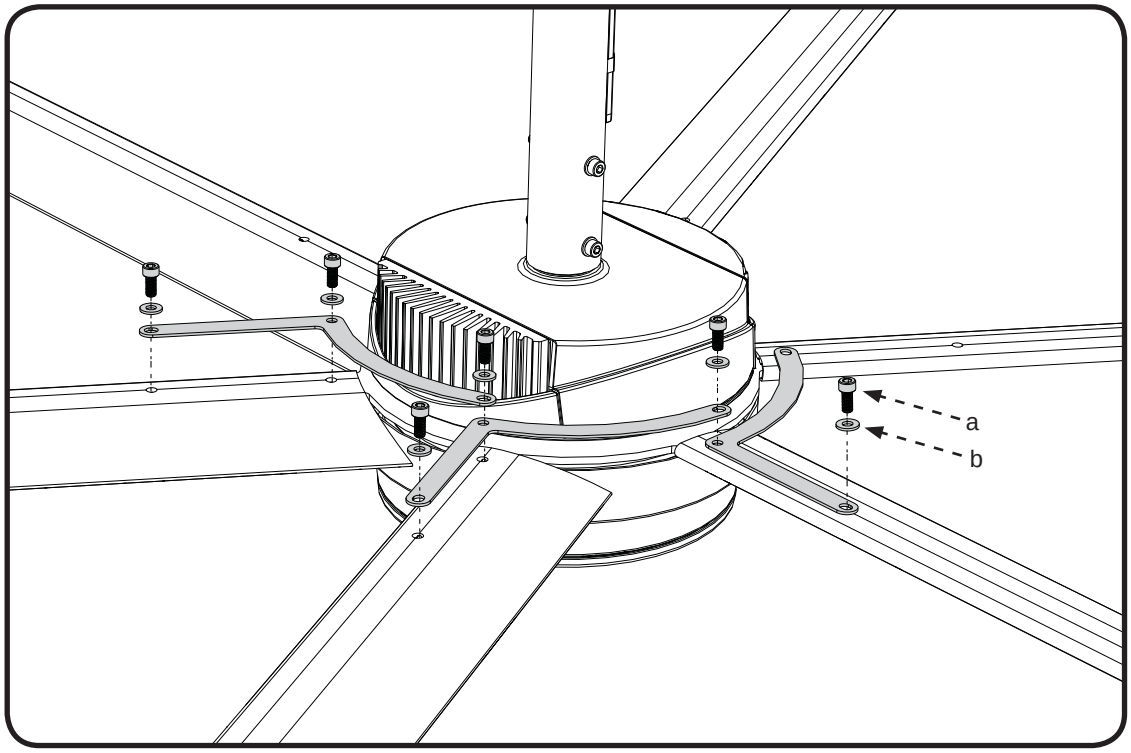
Airfoil Hardware (BAF-Supplied):
a. (12) M8 x 18 mm Socket Head Cap Screw
b. (12) 8 mm Belleville Washer

Belleville Washer



Airfoil Retainer





 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Wiring the Fan

WARNING: To reduce the risk of electric shock, wiring should be performed by a qualified electrician! Incorrect assembly can cause electric shock or damage the motor and the controller! Hazard of electrical shock!

WARNING: The installation of a Big Ass Fan must be in accordance with the requirements specified in this installation manual and with any additional requirements set forth by the National Electric Code (NEC), ANSI/NFPA 70-2011, and all local codes. Code compliance is ultimately YOUR responsibility!

CAUTION: The Big Ass Fans product warranty will not cover damage or failure caused by improper installation.

WARNING: Exercise caution and common sense when powering the fan. Do not connect the fan to a damaged or hazardous power source. Do not attempt to resolve electrical malfunctions or failures on your own. Contact Big Ass Fans if you have any questions regarding the electrical installation of this fan.

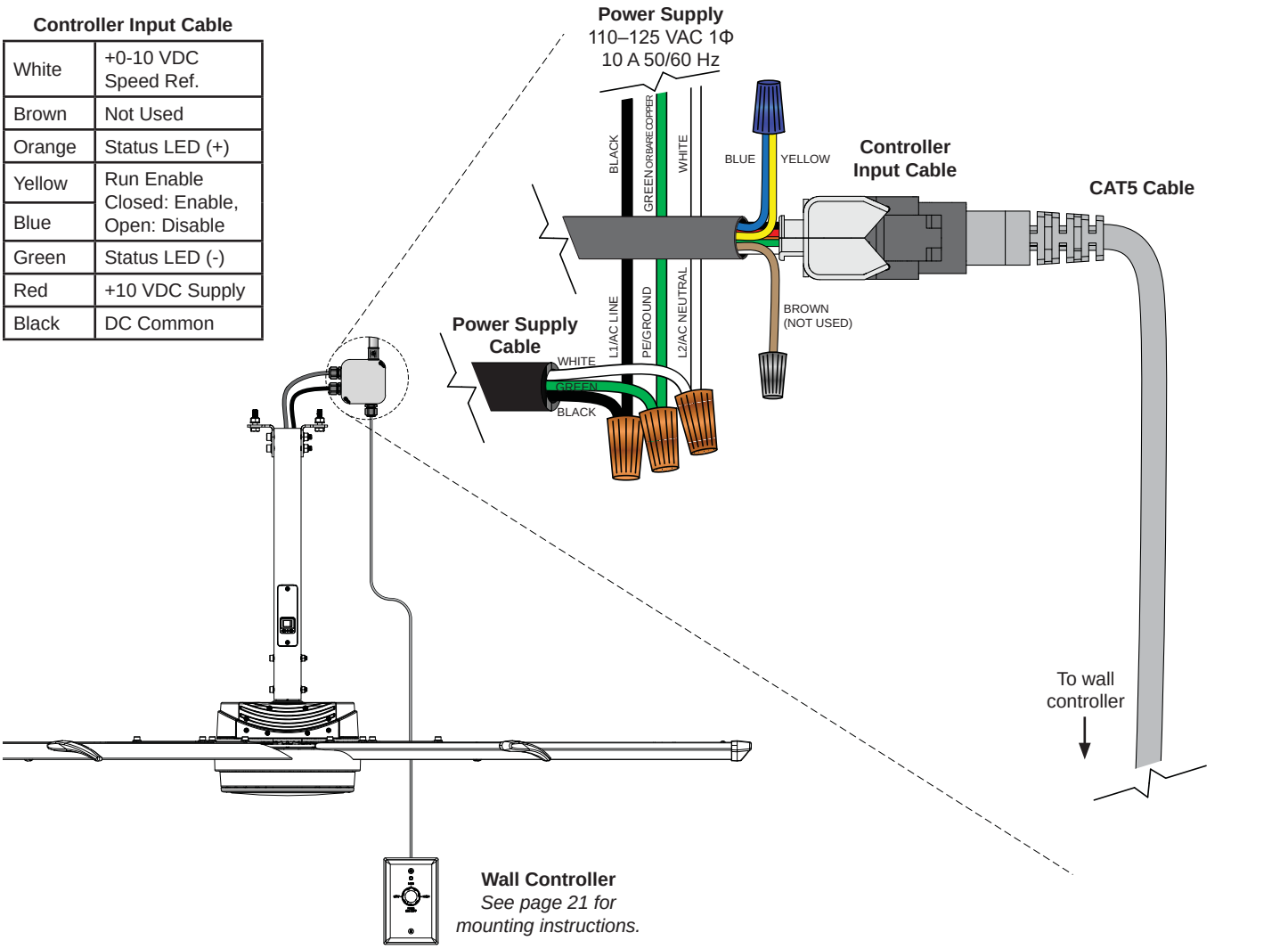
Power requirements

Fan diameter	Input power	Required circuit size	Rated current
7 ft (2.13 m)	110–125 VAC, 50/60 Hz, 1Φ	10 A	5.1 A

Wiring diagram

Controller Input Cable

White	+0-10 VDC Speed Ref.
Brown	Not Used
Orange	Status LED (+)
Yellow	Run Enable Closed: Enable, Open: Disable
Blue	
Green	Status LED (-)
Red	+10 VDC Supply
Black	DC Common



 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Wiring: Fire signal relay

⚠ **WARNING: To reduce the risk of electric shock, wiring should be performed by a qualified electrician! Incorrect assembly can cause electric shock or damage the motor and the controller! Hazard of electrical shock!**

⚠ **CAUTION: Installation work and electrical wiring must be done by qualified person(s) in accordance with all applicable codes and standards.**

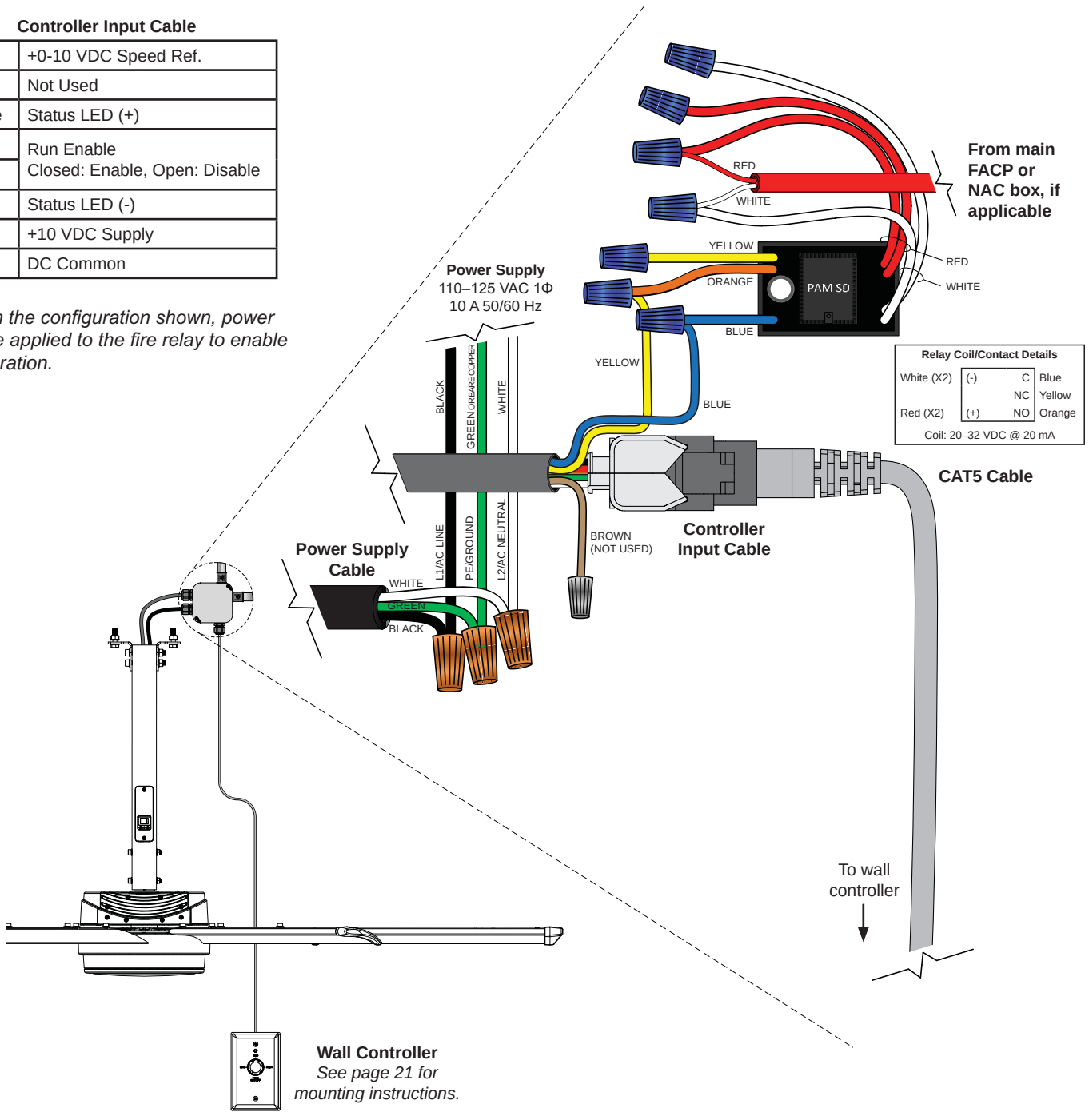
ATTENTION: If installing the fire relay, the fan must be installed per the following National Fire Protection Association (NFPA) guidelines:
- **The fan must be centered approximately between four adjacent sprinklers.**
- **The vertical distance from the fan to the sprinkler deflector must be at least 3 ft (91.4 cm).**
- **The fan must be interlocked to shut down immediately upon receiving a waterflow signal from the alarm system.**

The fire relay is provided for fans that will be installed in buildings that have a fire sprinkler system. The fire relay integrates the fan with the sprinkler system and shuts down the fan upon receiving an alarm signal from the system.

Controller Input Cable

White	+0-10 VDC Speed Ref.
Brown	Not Used
Orange	Status LED (+)
Yellow	Run Enable Closed: Enable, Open: Disable
Blue	
Green	Status LED (-)
Red	+10 VDC Supply
Black	DC Common

Note: In the configuration shown, power must be applied to the fire relay to enable fan operation.

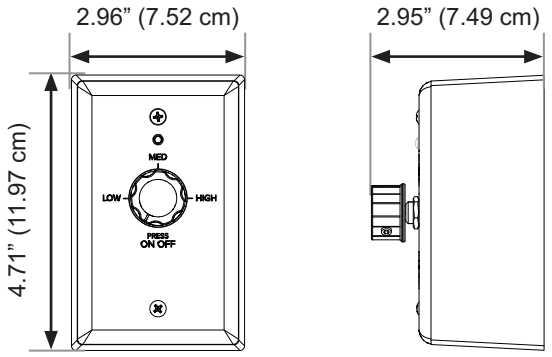


 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Mounting the Wall Controller 21

Mount the wall controller so that the fan it controls is visible from the controller location. Install the controller on a flat surface that is readily accessible, free from vibration, and where there is adequate distance from foreign objects or moving equipment. The controller can be surface-mounted to a wall or mounted to a customer-supplied junction box.

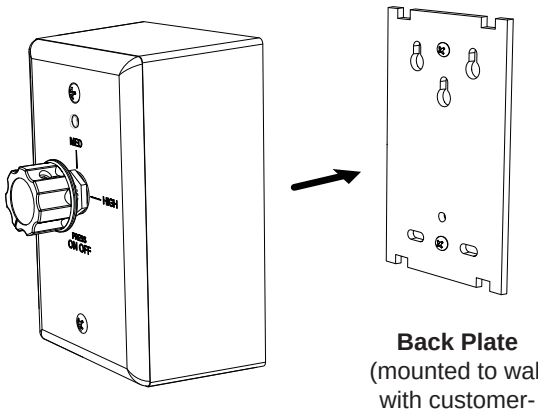
Dimensions



Mounting to a wall

To mount the wall controller to a wall:

1. Attach the back plate of the wall controller to the wall using suitable customer-supplied mounting screws. Use any of the available mounting holes on the back plate.
2. Route the CAT5 cable from the fan through any of the available knockouts on the wall controller, and connect it to the CAT5 connector inside the controller. *Note: Knockouts and the CAT5 cable are not shown in the illustration on the right.*
3. Snap the controller onto the back plate as shown.



Wall Controller

Back Plate
(mounted to wall with customer-supplied screws)

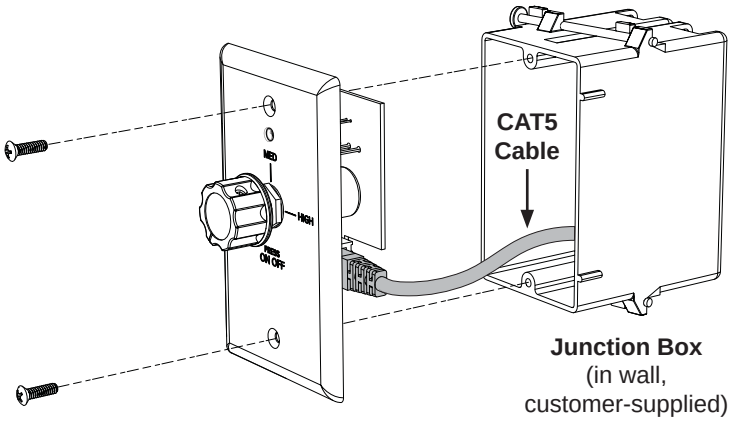
Mounting to a junction box

Note: A junction box is not supplied.

To mount the wall controller to a junction box:

1. Remove the wall controller’s front cover assembly by unscrewing the two (2) screws on the front cover. Set the screws aside in a safe location.
2. Route the CAT5 cable from the fan into the junction box and connect it to the CAT5 connector on the front cover assembly.
3. Mount the front cover assembly to the junction box using the two (2) screws as shown.

Wall Controller Hardware (BAF-Supplied)
(2) 6-32 x 1/2” Oval Head Screw



Junction Box
(in wall, customer-supplied)

Wall Controller Front Cover Assembly

 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

22 Operating the Fan

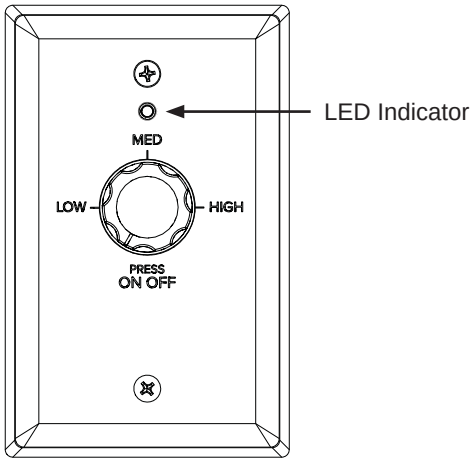
Operating the wall controller

To start the fan, press the control knob on the wall controller. *Note: When power is applied, the LED indicator at the top of the controller is lit. The LED will flash an error code if there is a problem with the fan. See page 28 for LED error codes.*

To stop the fan, press the control knob.

To increase fan speed, turn the control knob clockwise toward HIGH.

To decrease fan speed, turn the control knob counterclockwise toward LOW.

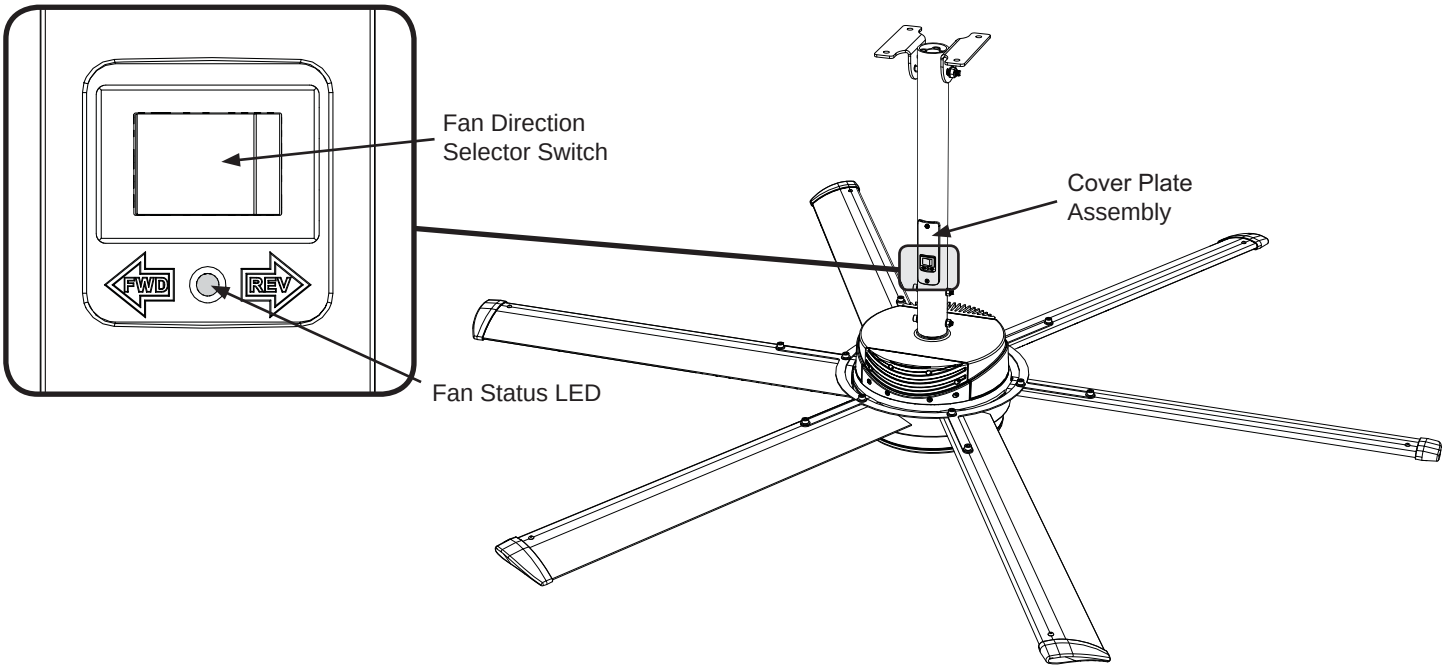


Note: The fan may take 30–60 seconds to start rotating after it is turned on. It is normal to see an initial slight jerking forward and backward upon startup as the fan positions itself relative to the motor stator.

Changing the fan direction

Big Ass Fans recommends operating the fan in the forward (FWD) direction. The fan should be rotating counterclockwise when viewed from below.

To reverse the direction of the fan, remove power from the fan. Select the direction of the fan using the fan direction selector switch located on the fan's cover plate assembly. Reapply power to the fan. For fan status LED definitions, see page 28.



 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Moving at a low speed means less energy used for operation, translating into more energy savings year-round. Follow the procedures below to ensure the most efficient operation of your Big Ass Fan.

To ensure proper fan rotation:

1. Turn on the fan.
2. Verify that the fan is rotating in the counterclockwise direction (when viewed from below).
3. If the fan is not rotating counterclockwise, reverse the fan direction. See the previous page for instructions on changing the direction of rotation.

Heating season

In spaces with higher ceilings, Big Ass Fan 2025 fans return heat from the ceiling to floor level more efficiently than smaller ceiling fans. For maximum energy savings, the fan should be operated continuously during the heating season and should not be operated in reverse (clockwise). Big Ass Fans are designed to operate efficiently at very low speeds, so turning the fan very slowly in the forward direction (counterclockwise) will provide enough air movement to circulate the hot air at the ceiling down to the floor without causing a draft.

Stand directly below the tips of the airfoils with hand outstretched. If you feel a draft, slightly decrease the fan speed. Repeat until the draft is no longer noticeable.

Cooling season

The cooling effect created by the breeze from Big Ass Fan 2025 fans keeps occupants comfortable with the thermostat at a higher setting. During the cooling season, every degree higher that the thermostat is reset reduces the energy consumed by the air conditioner by 1.5–2%. To minimize energy usage during the cooling season, operate the fan only when building occupants are present.

Increase the speed of the fan until desired air speed or maximum fan speed is reached. In air conditioned facilities, increase the thermostat setting by 2 to 7°F to reduce energy consumption and save energy.

WWW.BIGASSFANS.COM ©2014 DELTA T CORP. ALL RIGHTS RESERVED

24 Preventive Maintenance

⚠ **WARNING: Before servicing or cleaning unit, switch power off at the service panel and lock the service disconnecting means to prevent power from being switched on accidentally. When the service disconnecting means cannot be locked, securely fasten a prominent warning device (such as a tag) to the service panel.**

⚠ **WARNING: When service or replacement of a component in the fan requires the removal or disconnection of a safety device, the safety device is to be reinstalled or remounted as previously installed.**

Please take a few moments each year to perform the following preventive maintenance inspection on your fan to ensure its safe and efficient operation. Before contacting Customer Service, try resolving the issue using the troubleshooting procedures on page 27. If you have any questions, contact Customer Service.

Annual preventive maintenance

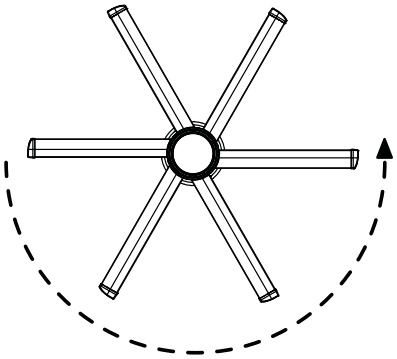
Perform the following maintenance procedures each year using the Annual Maintenance Checklist on the following page.

1. Ensure all upper mounting bolts are present and torqued to 25 ft·lb (33.9 N·m).
2. Ensure airfoils are secured to one another by airfoil retainers.
3. Ensure all 12 bolts securing the airfoils to the fan are present and torqued to 29 ft·lb (39.3 N·m).
4. Ensure the two (2) bolts securing the extension tube to the main fan unit are present and torqued to 25 ft·lb (33.9 N·m).
5. Ensure all airfoil tip hardware is secure.

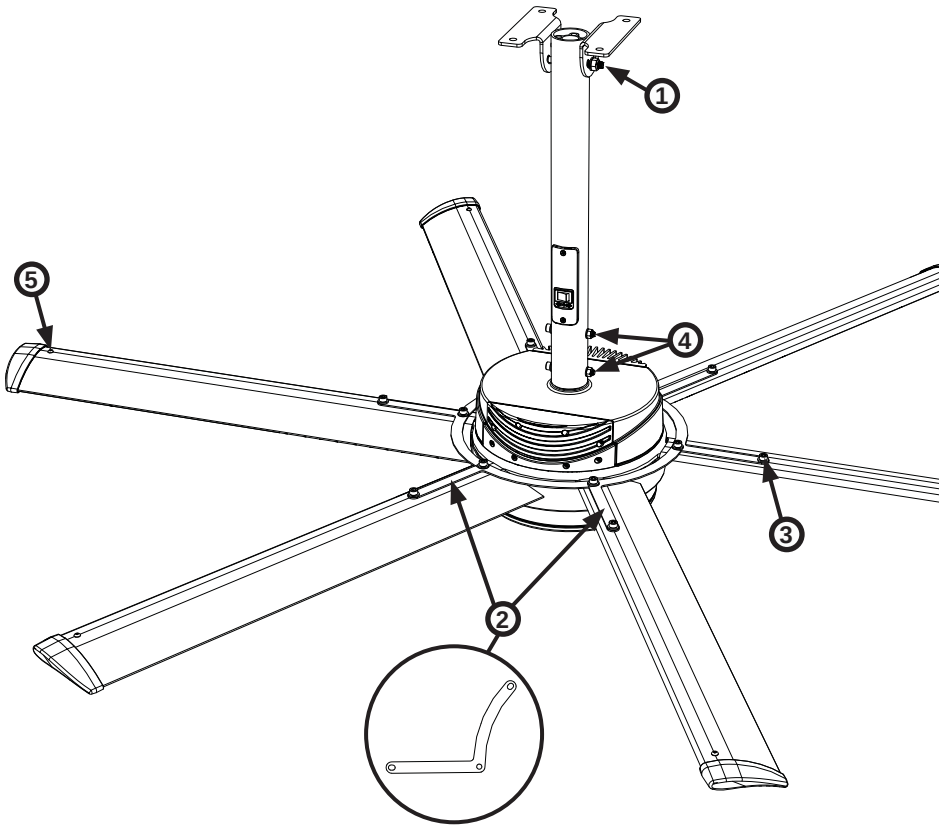
General preventive maintenance

- Verify proper fan rotation. To be effective, the fan must be turning counterclockwise when viewed from the floor.
- Dust airfoils and motor. If desired, use a gentle cleaner or degreasing agent to polish the airfoils. Do not use Clorox® or other chlorine based cleaners! This could result in the release of toxic/fatal fumes. Do not use cleansers on the electronics enclosure.
- Check that the safety cable and upper mounting system are secure.
- Observe the motion of the fan during operation. The fan should not wobble or precess. If any wobble is noticed, ensure the mounting structure is rigid enough to support the fan.

⚠ **WARNING: Do not operate a fan with missing or damaged components. Please contact Customer Service.**



View from Below



 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Annual Maintenance Checklist

Fan Model:

Serial #:

Location:

Date	Initials

Fan Model:

Serial #:

Location:

Date	Initials

Fan Model:

Serial #:

Location:

Date	Initials

Troubleshooting 27

⚠ **WARNING: When servicing or replacement of a component in the fan requires the removal or disconnection of a safety device, the safety device is to be reinstalled or remounted as previously installed.**

⚠ **CAUTION: Use this unit only in the manner intended by the manufacturer. If you have questions, contact the manufacturer.**

⚠ **WARNING: Before servicing or cleaning unit, switch power off at the service panel and lock the service disconnecting means to prevent power from being switched on accidentally. When the service disconnecting means cannot be locked, securely fasten a prominent warning device, such as a tag, to the service panel.**

General troubleshooting

For questions about your product or customer service inquiries, please call our toll free number (855-490-3048).

Some issues can be resolved before requesting service. Review the below troubleshooting tips before contacting Customer Service for support.

Symptom	Possible solution(s)
A popping noise is coming from the fan. Airfoil noise is a result of airfoils that are not tightened to the specified torque.	Switch off power at the service panel and lock the service disconnecting means. (If it cannot be locked, fasten a prominent warning device.) Tighten the airfoil hardware to 29 ft·lb (39.3 N·m). If popping still occurs, verify that the airfoils are not contacting each other. If the airfoils are contacting each other, please contact Customer Service.
The fan will not start.	Verify the following: • All wires are securely connected. • The blue wire and the yellow wire on the controller input cable are wired together. See pages 19–20 for wiring details. • The wall controller has power. • Supply power is adequate and functional. • All fuses are functional. If a fuse is blown, see page 29 for instructions on replacing fuses. If the fan still does not start, contact Customer Service.
The LED on the wall controller is flashing. The LED on the wall controller will flash an error code if there is a problem with the fan.	See the following page for fan error code descriptions and possible solutions.
The fan jerks upon startup.	This is normal and may happen occasionally upon startup as the fan positions itself relative to the motor stator. An initial slight jerking forward and backward does not affect fan operation.

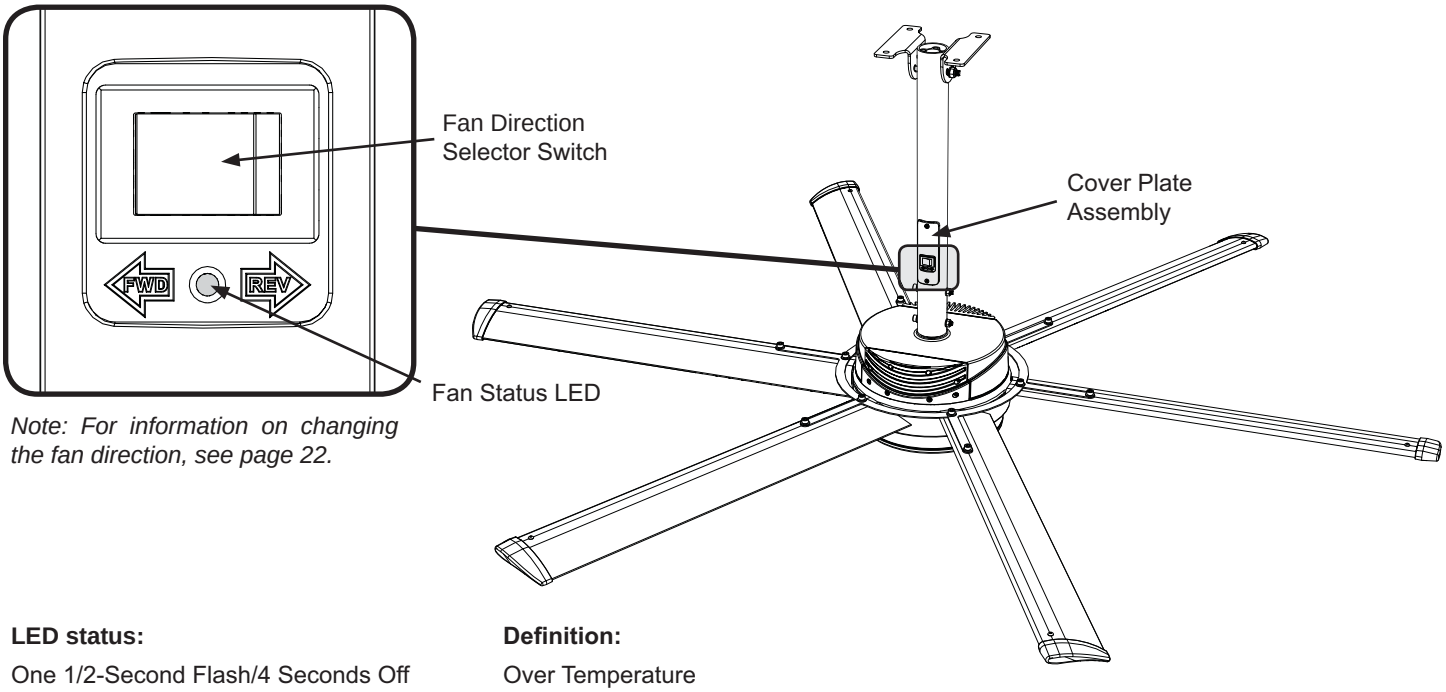
 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

28 Troubleshooting (cont.)

Electrical troubleshooting

Fan status LED definitions

The fan direction selector switch and fan status LED are located on the cover plate assembly at the bottom of the fan's extension tube.



Note: For information on changing the fan direction, see page 22.

LED status:	Definition:
One 1/2-Second Flash/4 Seconds Off	Over Temperature
Two 1/2-Second Flashes/4 Seconds Off	Motor Stall
Three 1/2-Second Flashes/4 Seconds Off	Output Device Failure
Four 1/2-Second Flashes/4 Seconds Off	Internal Communication Error
Five 1/2-Second Flashes/4 Seconds Off	DC Buss Undervoltage
Six 1/2-Second Flashes/4 Seconds Off	DC Buss Over Voltage
Seven 1/2-Second Flashes/4 Seconds Off	Run Enable Jumper Open
Eight 1/2-Second Flashes/4 Seconds Off	Motor Overload/Thermal Trip
Nine 1/2-Second Flashes/4 Seconds Off	Current Limit/Short Circuit

Fan status LED troubleshooting

LED code	Description/Possible cause(s)	Possible solution(s)
Over Temperature	The fan drive electronics have exceeded safe operating temperature limits.	The fan will shut down for five (5) minutes and then attempt to restart two (2) times. If the fan does not restart after two attempts, reset power to the fan. If the fan still does not restart, contact Customer Service.
Output Device Failure	The fan drive electronics have failed or output phase loss has occurred.	
Internal Communication Error	The main fan drive has failed to respond to the command source (daughterboard, etc.).	
DC Buss Undervoltage	Buss voltage has fallen below 255 VDC.	
DC Buss Over Voltage	Buss voltage has exceeded 373 VDC.	
Motor Overload/Thermal Trip	Thermal motor overload protection has been activated.	
Current Limit/Short Circuit	The hardware current limit has been reached. A severe overload or short circuit condition exists on the fan drive output.	
Motor Stall	The fan failed to accelerate to the target RPM within one (1) minute of startup.	The fan will shut down and will not attempt to restart. Contact Customer Service.
Run Enable Jumper Open	The run enable circuit is open and motor operation is disabled.	Make sure the blue wire and the yellow wire on the controller input cable are wired together. See pages 19–20 for wiring details.

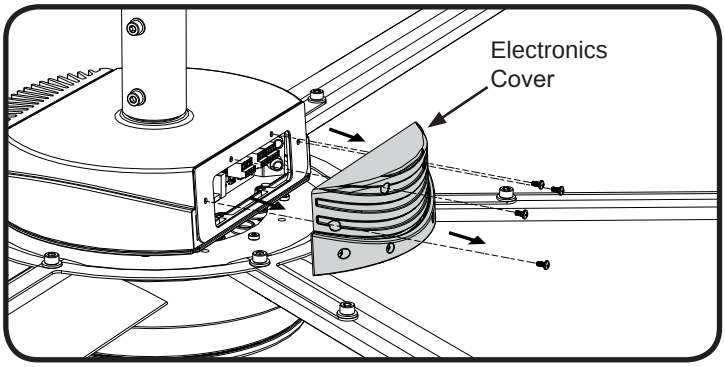
 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

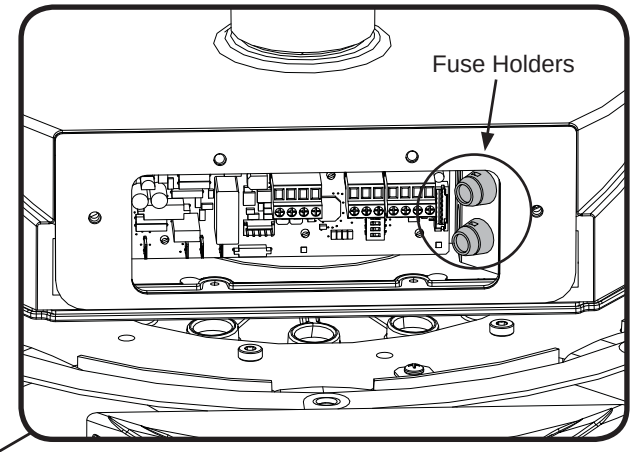
Replacing fuses

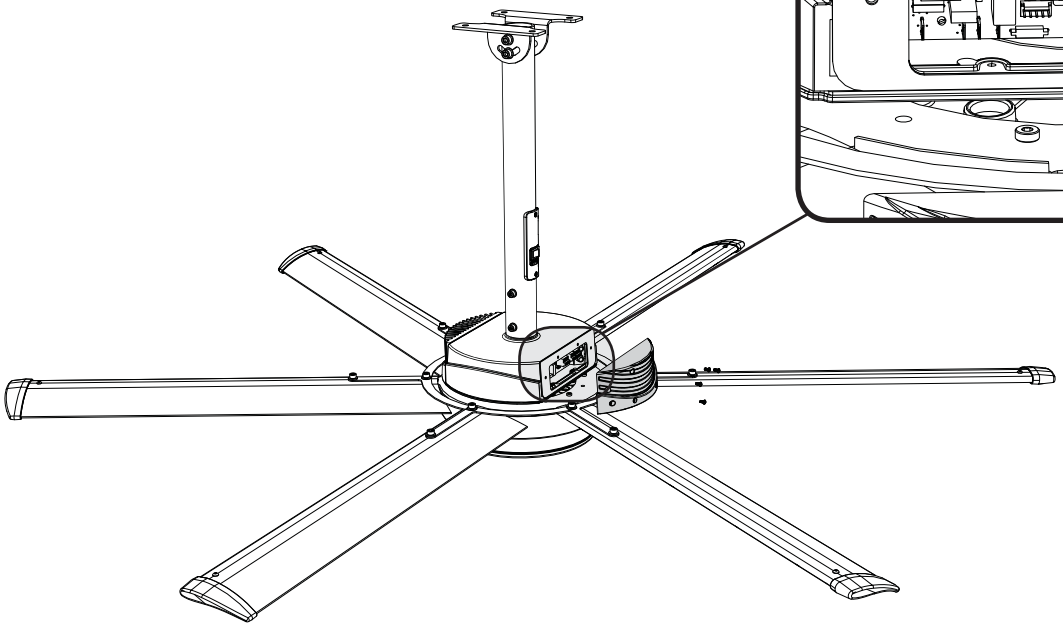
⚠ **WARNING: Ensure power is disconnected before replacing fuses.**

⚠ **CAUTION: Do not touch the fan's electronics unless necessary!**

To replace the fuses on the main fan unit, remove the electronics cover from the fan as shown. The electronics cover is attached to the fan with four (4) screws. Gently twist and pull out the appropriate fuse holder, and replace the fuse. Reinstall the fuse holder, and then reattach the fan's electronics cover. See below for fuse recommendations.

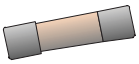






Suitable Fuse Replacements
250 VAC 10 A (AC Mains Supply)

- **Schurter 0034.2526**
- Cooper/Buss S505-10-R
- Littelfuse 0234010.



 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

30 Warranty Policy

Congratulations on your purchase of a Big Ass Fan! We are delighted that you have chosen our product to improve the quality of your indoor or outdoor environment, and hope you'll have much pleasure using the fan for years to come.

Warranty period

Item	Period of coverage
Hub and airfoils	Lifetime (parts)
Motor and controller	1 year (parts)
All other fan components	1 year (parts)

What is covered?

This Warranty covers any defects in materials or workmanship under normal use and maintenance that adversely affect the ability of the fan to operate properly when the product is installed correctly according to Big Ass Fans' written installation instructions by a state qualified or licensed electrical contractor and operated pursuant to these instructions, and when such fans are purchased directly from Big Ass Fan Company, Big Ass Fans' Affiliated Companies in Australia, or a Big Ass Fan Company Authorized Dealer. This Limited Warranty is subject to all provisions, conditions, limitations, and exclusions described within this document.

Who is covered?

This Warranty extends to the original purchaser and subsequent owners, but only while the fan remains at the site of the original installation. This Warranty extends through the first installation of the fan and terminates if the fan is moved or reinstalled at a new location.

When does the Warranty Period begin?

The Warranty Period commences on the date the product is installed, or 15 days following shipment of the product, whichever date is earlier. To obtain warranty service, the customer will be required to provide documentation verifying the date the product was installed.

What will Big Ass Fans do?

1. During the Warranty Period, Big Ass Fans will, at its option:
   a. Repair or replace the affected components of any defective product;
   b. Repair or replace the defective product; or
   c. Refund the price you paid for the product upon return of the product to Big Ass Fans, shipping and insurance prepaid.

What are the steps required to obtain Warranty service?

1. If the fan is operating, immediately turn off the fan.
2. Contact Big Ass Fans' Technical Support Department as soon after the issue is discovered as possible by:
   a. Calling 855-490-3048; or
   b. Emailing thd.help@bigasssolutions.com; or
   c. Completing the Warranty Claim form and the Responsibility Agreement located in the back of the Installation Manual, and mailing the forms to Big Ass Fans Technical Support Department, 2348 Innovation Drive, Lexington, KY 40511, or by faxing them to 859-967-1695.

Technical Support is open from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday–Friday, excluding major holidays. Every effort will be made to respond to all Technical Support requests within 24 hours of receipt.

3. Once the Technical Support Representative has received your warranty claim, a case will be processed. In order to process this case, please have the following information available:
   a. Your name, address, phone number, and installation address;
   b. Product brand name, serial number, purchase price, and verification of product installation or premises possession date;
   c. Detailed description of the problem you have experienced.
4. If the Technical Support Representative determines that the warranty claim is valid and that a replacement part is required, the Representative will process the claim and the replacement part will be shipped to you. Included in the shipment of the replacement part will be any shipping labels and documents needed to return the original part, including a Return Materials Authorization (RMA) number.

 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Steps to obtain Warranty service (cont.)

Note: Your receipt of the replacement part constitutes your agreement to return the failed part to Big Ass Fans within 15 days of the receipt of the replacement part delivery. If Big Ass Fans does not receive the original part, you will be invoiced for the retail cost of the replacement part and shipping, and you will be responsible for payment for the replacement part upon receipt of the invoice. Big Ass Fans reserves all rights it retains under law to collect the retail cost of the replacement part and shipping if the original is not returned as specified above.

5. Obtaining service may involve contacting a contractor to remove, repair, or replace the fan, or to remove the fan and return it to us. The cost of labor incurred, for factory installed fans, to remove, repair, or reinstall the fans will be covered only during the first 12 months after the warranty becomes effective, and only pursuant to the terms of the definition of “Labor” below.
6. If we ask you to ship the fan back to Big Ass Fans for repairs or replacement, we will prepay the shipping and insurance for factory installed fans during the first 12 months after the warranty becomes effective; however, you will have to repackage the fan in such a way that there is no damage to the fan in transit. You will be sent any return shipment documentation necessary to help you return the fan to Big Ass Fans. If we determine that no warrantable failure occurred or defect exists, we may invoice you for these shipping costs.

Please be patient while we arrange for or undertake the necessary warranty service. We will provide you with regular status updates, as well as shipment dates, if appropriate, until your fan is back in service.

Conditions

1. Big Ass Fan Company reserves the right to make the final determination, based on its own evaluation of the fan and all components, as to whether:
   a. The problem in question is the result of a defect in design, workmanship, or materials, and not a result of error, misuse, or abuse on the part of the customer as set forth under the exclusions detailed below;
   b. Noise heard during operation is within normal operating levels, in which case this Warranty would be inapplicable. Note: Certain electrical, motor, or other operating noise may be impossible to eliminate due to the fan design and/or site conditions. Dissatisfaction with normal operating noise levels is not covered by this Warranty, and return of any fans for this reason will be subject to Big Ass Fans’ Return Policy (see below).
   c. Adverse site conditions, (including, but not limited to, excessive dust, heat, humidity, unstable electric service, or any other unknown or unforeseen condition that affects the proper operation of the products) improper application, or improper installation is determined to be the basis for the failure.
   d. The problem or defect is material and requires action under this warranty; and
   e. The remedy of repair, replacement, or refund is appropriate.
2. If Big Ass Fans determines, in its sole discretion, that the appropriate remedy under the Warranty is a refund, the refund amount will be limited to the price paid by the customer for the product alone, and under no circumstances will it include the cost of labor, shipping, handling, packaging, or any other incidental or consequential costs incurred or anticipated by the customer.
3. With respect to replacement or repair rendered, Big Ass Fan Company reserves the right to use replacement parts that are refurbished. Big Ass Fan Company warrants that the parts replaced or repaired, whether or not they have been refurbished or are original equipment, will operate properly and be free from defects in materials and workmanship for a period of 90 days from the date of shipment to the customer, or for the remainder of the original warranty period, whichever is longer.
4. A service fee, parts replacement fee, and shipping charges may be imposed if any fan is returned for warranty service that is missing components or that has been modified in any way or when we determine that no warrantable failure occurred or defect exists. Such fees and charges will vary based upon the actual material and labor costs necessary to replace missing or modified parts and to return the fan to its original factory condition.

Return policy

Returns must be received within 90 days of shipment. The customer will be responsible for return freight charges. A restocking fee of 25% for unopened boxes and 50% for opened boxes applies to all returns.

What is not covered (exclusions)?

1. Units purchased and used outside the USA and its territories, Canada, or Australia.
2. Units purchased from any entity other than Big Ass Fan Company, Big Ass Fan Affiliated Companies in Australia, or a Big Ass Fan Company Authorized Dealer.
3. Units or components where the serial number or part number sticker has been removed or defaced.

 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Exclusions (cont.)

4. Defects, malfunctions, failure or physical damage caused by unauthorized service/parts and improper installation, adverse site conditions (including, but not limited to, excessive heat, dust or humidity, unstable electric service, or any other unknown or unforeseen condition that affects the proper operation of the products), mishandling, modifications, or damage while in your possession including failure to provide reasonable and necessary maintenance, which shall include, but not be limited to:
   a. Failure to follow the required installation procedures specified in the Big Ass Fan Company-supplied Installation Manual and in all other documentation supplied with the fans and related equipment;
   b. Failure to follow all relevant codes and ordinances including, but not limited to, the National Electric Code and state and local building codes;
   c. Failure to follow electrical engineering industry standards regarding the approved method of installing solid-state electrical equipment having the characteristics of the fan, the fan control, and their related components, even if such standards are not specifically referenced in any instructions or literature supplied by Big Ass Fan Company; and
   d. Failure to use properly all installation and mounting hardware supplied by Big Ass Fan Company.

ATTENTION: Under no circumstances will the Big Ass Fan Company be responsible for remedial work necessary to correct installation procedures by others that do not conform to those established by the instructions, codes, and standards described under items 4.a through 4.d above.

   e. Any modification or alteration of, or adjustment to the fans, fan control, and/or mounting and installation hardware and/or any disassembly of the major components of the fans and fan controls for any purpose whatsoever, including any attempt to diagnose and/or repair any problem, without prior written authorization from Big Ass Fans' Technical Support Department;
   f. Misuse, abuse, accidents, unreasonable use, or Acts of God;
   g. Incorrect electric current, voltage, or supply;
   h. Failure to use fan controls supplied by Big Ass Fan Company unless:
      i. Big Ass Fans' Technical Support Department has provided written permission prior to installation; and
      ii. The fan controls are built, operated, and maintained according to specifications provided to and approved by Big Ass Fans' Technical Support Department.
   i. Failure to perform periodic maintenance as detailed in the Big Ass Fan Company-supplied Installation Manual.

5. Consequential or incidental damages sustained by any person, entity, or structure as a result of any breach of these warranties, except where such damages may not be excluded by law.
6. Claims made for products that have not been paid for in full.
7. Damage caused by premises structural defects, structural movement or settlement, exposure to chemicals, salt water, acid rain or other corrosive elements, excessive humidity, and/or wind.
8. Normal changes to the finish caused by ordinary use or damage to non-factory applied finishes.
9. Damage or failure caused by subjection of the product to conditions outside its design limitations.
10. Defects reported more than 90 days from when they were discovered or should have been discovered.
11. With regard to electrical and electronic components provided by Big Ass Fan Company that comprise part of the products, including motors, motor drives, and variable frequency drives, Big Ass Fan Company relies on the determination by the original manufacturer as to whether the failure of such component was the result of a defect. If the manufacturer of such component determines that there was no defect and therefore refuses to cover it under warranty, Big Ass Fan Company likewise will not warranty such item unless Big Ass Fan Company determines that the failure of such electrical or electronic component was the result of a defect of design, workmanship, or material within some other part of the products.

Definitions

"Operate properly" applies to mechanical, electrical, and structural functions only. No guarantee, unless and except by separate written agreement, is made regarding the dimensions or air movement generated or the appropriateness of the effectiveness of any product for its intended purpose or for the customer's particular application.

 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Warranty Policy (cont.)

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS AND LIABILITIES ON BIG ASS FAN COMPANY'S PART, AND BIG ASS FAN COMPANY NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCTS. NO OTHER WARRANTY, EXPRESSED OR IMPLIED, WHETHER OF FITNESS FOR A PARTICULAR PURPOSE OR OF MERCHANTABILITY OR OF ANY OTHER KIND, WHETHER OR NOT SIMILAR IN NATURE TO ANY PREVIOUSLY SPECIFIED, SHALL EXIST WITH RESPECT TO SUCH PRODUCTS, ALL SUCH WARRANTIES BEING HEREBY DISCLAIMED BY BIG ASS FAN COMPANY AND WAIVED BY CUSTOMER. UNDER NO CIRCUMSTANCES SHALL BIG ASS FAN COMPANY BE LIABLE FOR ANY LOSS, DAMAGE, COST OF REPAIR, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND IN CONNECTION WITH THE USE, SALE, OR REPAIR OF ANY PRODUCTS PURCHASED FROM BIG ASS FAN COMPANY, UNLESS SUCH DAMAGES CANNOT BE EXCLUDED BY LAW.

Big Ass Fan Company reserves the right to change this warranty at any time without advance notice.

 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

34 Warranty Return Instructions

Congratulations on your purchase of a Big Ass Fan! We are delighted that you have chosen our product to improve the quality of your indoor environment, and hope you'll have much pleasure using the fan for years to come.

Replacement of products under warranty acknowledgment & return instructions

If you believe a part failed during normal operation and is covered under warranty, Big Ass Fans will ship a replacement part to you pursuant to your notice that you will be replacing the original part within 10 days. The replacement part will be shipped to you prior to our receipt of the item that failed, and prior to our evaluation of this part to determine the reasons for its failure and whether it is covered under warranty.

In order to evaluate the cause of the product failure, we will need you to return the original part to our offices within 10 working days of receipt of the replacement part. Should the part be covered under warranty, you will not be charged for the replacement item; however, you will be charged for the replacement part plus shipping if (1) the part is not under warranty because the source of failure is outside the scope of the warranty, or (2) the warranty period has expired. If there is no warranty coverage, we will send you a detailed letter of explanation. We also will charge you for the replacement item plus shipping and handling if you do not return the original item within 10 days of the receipt of the replacement item.

Instructions for returning the original item

1. Please use the return label that is included in the box containing the replacement part. The return shipment address is:

   Big Ass Fan Company
   ATTN: RMA#_____
   800 Winchester Road
   Lexington, KY 40505

2. Use the packaging for the replacement part to return the original part.
3. Include the packing list we have provided which includes the RMA#.
4. If the part weighs over 50 lbs., you will be provided a prepaid Bill Of Lading. To schedule a freight pick up, please contact Customer Service. We will only charge back the freight costs if the original part is not under warranty, or if you do not return the original component within 10 days of receipt of the replacement.
5. If the part weighs 50 lbs. or less, please use the provided prepaid UPS Ground shipping label and drop off at your nearest UPS pickup location.

If you have questions, please contact us at 855-490-3048.

 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

Warranty claim form instructions

1. Complete Warranty Claim Form and Responsibility Agreement (see following pages) and fax them to 859-967-1695, Attn: Customer Service. These pages will be faxed back to you for your records. The Warranty Claim Form will include our acknowledgment and a Return Materials Authorization (RMA) number. **Do not return any item without first being assigned an RMA# by Big Ass Fans Customer Service.**

2. No more than 10 days prior to the date you have made arrangements to replace the component part, call Customer Service at 855-490-3048 to arrange for replacement component delivery and original component pickup. At that time, we will fax you a written acknowledgment of your call that includes a reminder of the return instructions. Note: Even if you are not able to replace the component immediately following your initial notice to us, returning the Warranty Claim Form and Responsibility Agreement will effectively stop the warranty clock from running. You can then make the product exchange when you are prepared to do so. However, the warranty period will continue to run until we receive these completed pages back from you, and no warranty will be honored without receipt of these pages within the warranty period. We will not send out any replacement part until you have called to let us know that you have scheduled installation of the replacement. This ensures that the replacement part is not lost or damaged while awaiting installation, and that you are not billed for the replacement because you have waited too long to return the original component (see Responsibility Agreement).

3. When you receive the replacement part, you have 10 working days to remove and replace the existing component and return it to us at **800 Winchester Road, Lexington, KY 40505**.
   a. Upon receiving the replacement part, verify that replacement part order is correct. If order is incorrect or damaged, notify Big Ass Fan Company within 24 hours after receiving order.
   b. Use care unpacking the replacement component, as you will need to use *both* the packaging from the replacement part and the packing list and a return address label included inside this packaging to return the original part. If the original packaging and return documents are not used, you will be responsible for any damage incurred in transit as well as any additional costs involved. **Note: The RMA# must appear on the outside of the box being returned. Items without an RMA# will not be accepted.**
   c. Use the delivery service or one of the truck lines specified in the acknowledgement for return of the part. We will refuse receipt of any shipment that is returned via an unauthorized carrier. If you prefer, we can make all arrangements for delivery and pickup.
   d. Fax a copy of the bill of lading or other tracking information to 859-967-1695 when the item has been shipped so that we know to expect delivery of the original part.

4. If we do not receive the original part back within 15 working days from the date you receive delivery of the replacement, you will be invoiced for the cost of the replacement part, plus freight, on Net 15 terms (see Responsibility Agreement), and this invoice will be due and payable. If you subsequently return the replacement part to us after payment has been made, we will refund any payment made for the replacement part, unless we subsequently determine that the part is not covered under warranty.

 ©2014 DELTA T CORP. ALL RIGHTS RESERVED

800 Winchester Road
Lexington, KY 40505
Phone: 855-490-3048
Fax: (859) 967-1695
www.bigassfans.com

Warranty Claim Form

Name (print):_____ **Signature:**_____

Company:_____

Shipping Address:_____

City/State/ZIP:_____

Phone:_____ **Fax:**_____

Items Returned:_____ **Date of Purchase:**_____

Reason(s) for returning item (please provide detail, including length of time after fan had been in operation that problem was noticed, nature of problem, any attempts you made to remedy the problem, etc.):

ATTENTION: Do not return any item without first being assigned an RMA# by Big Ass Fan Company Customer Service Department. The RMA# must appear on the outside of the box being returned. Items without an RMA# will not be accepted.

Date replacement parts should be shipped (if known):_____

Please do not request shipment until you are prepared to install; you may call us at 855-490-3048 to arrange shipment when you have scheduled installation.

Acknowledgment of Receipt of Warranty Return Notification
(to be completed by Big Ass Fan Company)

Acknowledged by:_____ **Date:**_____

RMA#:_____

Authorized Truck Line(s):_____

800 Winchester Road
Lexington, KY 40505
Phone: 855-490-3048
Fax: (859) 967-1695
www.bigassfans.com

Responsibility Agreement

To: Big Ass Fan Company

The undersigned understands and acknowledges receipt of the Warranty Claim Form and Instructions and agrees that Big Ass Fan Company has the right, upon receipt of returned merchandise, to make final determination as to whether this merchandise should be replaced at no cost under Big Ass Fan Company's stated warranty policy.

The undersigned further agrees that if Big Ass Fan Company determines that this merchandise does not qualify under its stated warranty policy, Big Ass Fan Company can invoice for the replacement merchandise, plus shipping and handling for the original part and all replacements, and such invoice will be paid within 15 days of receipt of the same.

The undersigned agrees to ship to Big Ass Fan Company's location at 800 Winchester Road, Lexington, KY 40505 all of the merchandise replaced by Big Ass Fan Company, including, but not necessarily limited to, defective or failed components, within 10 working days of the receipt of the any replacements.

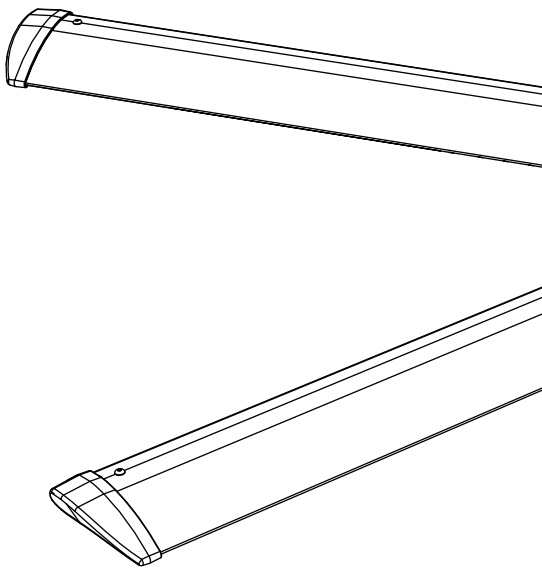
The undersigned further agrees that if said replaced merchandise has not been shipped to Big Ass Fan Company within 10 working days, Big Ass Fan Company can invoice for the replacement merchandise plus shipping and handling, and the invoice will be paid within 15 days of receipt.

Signed:_____

Title:_____

For:_____
(Name of Company)

Date:_____



004465-01

004465-01

REV. B

BIG ASS FANS

2425 Merchant St., Lexington, KY 40511
1 (877) BIG-FANS | WWW.BIGASSFANS.COM